



Revocation of a remote purchase

Right of revocation

Those placing an order online have the right to cancel their order within a period of 14 calendar days without the need to give a reason and without receiving a fine.

How to revoke an order

An order can be revoked by sending a clear declaration by email to Mobile Vikings nv at info@mobilevikings.be or by sending a letter to the customer service department at Mobile Vikings, Mobile Vikings nv, Kempische Steenweg 309/1, B-3500 Hasselt. You may use the enclosed sample form for revocation but are not obliged to do so.

Period

Such notification of revocation may only be validly dispatched within a period of 14 calendar days following the day on which you received your SIM card and/or the day on which you received the Mobile Vikings internet at home equipment. It is up to the customer to demonstrate that notification was sent on time.

Consequences of the revocation

In the event of a revocation you are obliged to return the SIM card and/or the Mobile Vikings internet at home equipment to Mobile Vikings nv, Kempische Steenweg 309/1, B-3500 Hasselt, and to do this within 14 calendar days following the day on which you communicated your decision to revoke your order to Mobile Vikings nv.

The costs you would have already made for the request of the SIM card or the internet at home equipment, excluding the installation cost, will be reimbursed by Mobile Vikings nv, on the condition that you have returned to Mobile Vikings nv the SIM card and/or the Mobile Vikings internet at home equipment, or you have delivered conclusive proof of the return of said equipment to Mobile Vikings nv, whichever comes first. This reimbursement will take place without delay and in any case within 14 calendar days after the day on which Mobile Vikings has received the SIM card and/or Mobile Vikings internet at home equipment back, or on which you have provided proof of return to Mobile Vikings, whichever comes first.

It is up to you to pay the direct costs associated with returning the SIM card and/or the Mobile Vikings internet at home equipment.

The SIM card and/or the Mobile Vikings internet at home equipment must be undamaged upon return. The customer shall only be liable for the reduction in value of the SIM card and/or the Mobile Vikings internet at home equipment resulting from any handling that goes beyond what was required in order to establish the nature, the characteristics, and the functioning of the SIM card and/or the Mobile Vikings internet at home equipment.



If you do not return the SIM card and/or the Mobile Vikings internet at home equipment (on time), we will be forced to charge you the price of these goods, as mentioned in the Price List on the Website.

If you requested Mobile Vikings nv to commence service provision during the revocation period, you shall pay an amount that is in proportion with what had already been delivered at the moment at which you notified us of your revocation, compared to the full cost of executing the agreement. For example: if you make a call, use mobile data and/or send text messages, or use your internet at home connection during the revocation period you will be charged for this service.

STANDARD REVOCATION FORM

(Only complete and return this form if you wish to revoke the agreement)

- To Mobile Vikings nv, Kempische Steenweg 309/1, B-3500 Hasselt

- I/We (*) hereby confirm that I/we (*) wish to revoke our agreement regarding the sale of the following goods (*)/supply of the following service (*)

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- SIM card / Mobile Vikings equipment received on (*) (date of receipt/installation)

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- Name/Names of consumer(s)

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- Address of consumer(s)

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.....

- Date



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- Signature of consumer(s) (only when this form is submitted on paper)

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(* Please strike through what does not apply.