



# Broadband Cancellation Policy

January 2021

## Fleur Broadband and Fibre packages

The following charges may apply following cancellation of a 12-month term broadband contract. Please note that all prices in this document are inclusive of VAT:

1. Following the statutory 14 days after a customer places their order, but before the broadband start date, a charge of £20.00 applies for a cancellation, unless the order is stopped before we have incurred any costs. If the order is cancelled after 12pm, within 2 working days of the start date then a cost of £108 for the Openreach installation is payable in addition to the £20.00 cancel order fee.

If a router has been supplied and it is not returned, a charge of £39 is payable for the equipment. If the router is returned with all packaging and undamaged, no charge is applied

2. For any cancellation after the broadband service start date whilst within the 14 day statutory period, the customer should pay the full installation cost of £75 and return any equipment to us within 14 days.
3. For cancellation at any point between the broadband service start date and the 12th month of the contract, there is an early termination charge of the customers package price per month for the remaining term of the contract.
4. Any routers supplied by Fleur Telecom free of cost must be returned to Fleur upon cancellation of the contract. Non returned routers are charged at the standard price of £39.
5. If the broadband service is terminated after the start date without migrating to a broadband service from another supplier, then a cease charge of £40.00 will be applied to your account.

This reflects a regulated charge that we pass on from BT Openreach to customers when applicable and as such it is subject to change. In this Cancellation Policy we will show the latest correct charge. Any changes will be communicated on our website at the following location: [www.fleurtelecom.co.uk](http://www.fleurtelecom.co.uk).

