

Virgin Media Business Warranty Terms

Version 1

Terms and conditions of Virgin Media's 24 month warranty (12-months for iPhones)

1. If your new phone or new mobile broadband device (each referred to in these terms and conditions as the Device) ceases to function correctly due to defective materials or workmanship within 12 months for an iPhone, or 24 months for other handset manufacturer devices from purchase (excluding the battery and charger, which are covered for 12 months from purchase), we'll repair the Device or if we are unable to repair it we will replace it free of charge with an as new Device which in our opinion is of equivalent specification provided that:
 - a. your Device has been used in accordance with the manufacturer's instructions and hasn't been subject to abnormal conditions of storage, use or neglect (damage due to normal wear and tear or malicious or accidental damage are not covered); and
 - b. any repairs which have been or are to be undertaken have been arranged by us or the manufacturer's accredited repair centre.
2. If the Device you purchased was 'as new' the warranty is 6 months for iPhones and 12 months for all other device manufacturers. You must provide reasonable assistance and information to us, including returning your original Device in its original packaging, if requested.
3. The replacement Device may be reconditioned but will be fully tested and function before despatch.
4. If no fault is found your Device will be returned to you. All devices will be returned with Virgin Mobile approved software.
5. Phone faults not covered by manufacturer warranty (including customer damage such as liquid ingress and damaged LCD screen) will be chargeable and we will contact you with a repair quote and options.
6. This warranty is given by Virgin Media Telecoms Ltd, and is in addition to and doesn't affect your statutory rights.

Our 14 day Customer Satisfaction Guarantee

Our 14 day Customer Satisfaction Guarantee lets you exchange your phone or mobile broadband data device for a different one of the same value or get a full refund, less any airtime or data you've bought. We will even send you prepaid packaging to post it back. For a refund, return it 'as new', in its original packaging, with proof of purchase.

Mobile phone: If you're terminating a Pay Monthly contract you'll be charged for any airtime you've used prior to termination according to our Pay Monthly tariff.

Mobile broadband: You'll be charged for any data access within the UK prior to return at a rate equivalent to your monthly payment. Any texts sent, minutes used or out of bundle use will be charged at the standard rates applicable.

Acceptable Use Policy

Should you wish to exchange or cancel call our team on 0800 052 0800 Option 4. We'll send you a prepaid pack to post it back. Send us your phone in its original packaging, with proof of purchase.

However, if you didn't buy your phone or mobile broadband data device directly from a Virgin Media Business, you'll need to take it back to where you bought it, and a different returns policy may apply. Please check direct with your original seller. Our 14 day Customer Satisfaction Guarantee is only available on phones supplied directly by Virgin Media Business and is not available where you have received an insurance replacement. Our 14 day Customer Satisfaction Guarantee is an additional benefit and does not affect your statutory rights.

Thank you

Registered Office:

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Registered in England and Wales No. 01785381



BUSINESS