

REFUND POLICY

Formal Customer Policy and Refund Request Form

Policy No.	EUTEL-RP-001	Effective Date	092026
Approved By	General Managing Director	Version	1.0

1. Purpose

EUTEL N.V. is committed to providing reliable telecommunications services and fair treatment to its customers. This policy outlines the circumstances under which a customer may be eligible for a refund, account credit, or billing adjustment. All requests are subject to verification and approval by EUTEL N.V.

2. Refund Eligibility

A refund, credit, or billing adjustment may be considered in the following circumstances:

- A customer was charged incorrectly due to a verified billing error.
- A duplicate payment was made for the same invoice or service.
- Payment was received for a service that EUTEL N.V. was unable to provide.
- A customer was charged after a properly submitted cancellation or termination became effective.
- An EUTEL N.V. technical or administrative error resulted in an incorrect charge.
- Eligible equipment or products qualify for return under the conditions of this policy.

3. Telecommunications and Internet Services

Payments for services that have already been activated, provided, or used are generally non-refundable. A refund or account credit may be considered where service was not activated because of an EUTEL N.V. error, the customer was incorrectly billed after an approved termination date, an unauthorized service or package was charged, or a significant service issue attributable to EUTEL N.V. prevented delivery of the paid service.

Temporary interruptions, scheduled maintenance, circumstances outside EUTEL N.V.'s reasonable control, or problems caused by customer-owned equipment do not automatically qualify for a refund.

4. Prepaid Services and Packages

Prepaid telecommunications services, data packages, airtime, and similar services are generally non-refundable once successfully activated or used. A refund may be considered for a failed activation after payment, a duplicate transaction, or an incorrect package activated as a direct result of an EUTEL N.V. system or employee error.

5. Duplicate or Incorrect Payments

Verified duplicate payments may be refunded or, at the customer's request and where permitted, applied as a credit toward a future invoice. If an outstanding balance exists, an overpayment may first be applied to that balance before any remaining amount is refunded.

6. Service Cancellation and Termination

Customers must follow EUTEL N.V.'s official cancellation procedure. The customer remains responsible for charges incurred up to the effective termination date, including outstanding invoices, equipment charges, contractual obligations, and applicable fees. Failure to use an active service does not by itself constitute cancellation.

7. Purchase Refund Policy

Customers who purchase eligible products or equipment directly from EUTEL N.V. may request a refund within fourteen (14) calendar days from the date of purchase. This two-week period is the guaranteed refund-request period, subject to the conditions below.

To qualify for a purchase refund, the item should be returned with proof of purchase and, where applicable, in its original condition with the supplied accessories and packaging. EUTEL N.V. may inspect returned equipment before approving the refund.

A purchase refund may be declined where the product has been damaged through misuse, negligence, unauthorized modification, improper installation, or where the product is excluded from return because it has already been activated, consumed, or used in a manner that makes resale or cancellation impractical.

Where a product is defective or was supplied incorrectly by EUTEL N.V., the customer may request a refund, replacement, or other appropriate resolution within the applicable two-week period, subject to verification.

Once a qualifying refund request is approved, EUTEL N.V. guarantees that the approved refund will be processed within fourteen (14) calendar days from the date of approval. The time for the funds to appear in the customer's account may additionally depend on the bank or payment provider.

8. Equipment and Products

Refund eligibility for routers, modems, SIM cards, or other physical products may depend on the item's condition, activation or use status, completeness of returned accessories, defect status, applicable warranty conditions, and reason for return. Damage caused by misuse, negligence, unauthorized modification, or improper installation may make the item ineligible for refund.

9. Refund Request Requirements

Customers requesting a refund should contact EUTEL N.V. Customer Care and provide sufficient information to allow the request to be investigated. Incomplete information may delay processing.

- Customer name or company name and account number.
- Invoice number, payment date, amount, and payment method.
- Proof of payment or receipt.
- Reason for the refund request and supporting documentation, where applicable.

10. Review and Decision

EUTEL N.V. will review the relevant account, payment, service, and supporting records. A request may be approved, partially approved, or declined. Approved amounts may be returned through the original payment method, issued as an account credit, applied to an invoice, paid by bank transfer, or processed through another approved reimbursement method.

11. Exceptions, Disputes and Policy Changes

Exceptional circumstances may be reviewed by Management on a case-by-case basis. Customers who disagree with a decision may request further review and provide additional supporting information. EUTEL N.V. may amend this policy when necessary to reflect operational, contractual, or legal requirements.

REFUND REQUEST / INTERNAL PROCESSING FORM

Customer Name		Account No.	
Invoice No.		Payment Date	
Amount Paid		Refund Amount	
Payment Method		Contact No.	
Reason for Request			
Supporting Documents	☐ Receipt ☐ Invoice ☐ Bank Proof ☐ Other		
Requested Resolution	☐ Refund ☐ Account Credit ☐ Billing Adjustment		

Internal Use Only



One touch. One community. One world.

EUTEL N.V.
CUSTOMER REFUND POLICY

Reviewed By		Date	
Decision	☐ Approved ☐ Partially Approved ☐ Declined	Reference No.	
Method	☐ Original Method ☐ Credit ☐ Bank Transfer ☐ Other	Amount	
Management Approval		Signature / Date	