

Return and refund policy

Cancellation period of 14 days

Consumers have a right to cancel any ordered Service without specifying a reason, within fourteen (14) days from the order date. In order to exercise the Right to Cancellation, the User should notify Prepaidzero of their intention to exercise this right at support@prepaidzero.com Shipping costs are not refunded for cancellations.

Cancellation also assumes that the User returns any shipped SIM cards and/or hardware to Prepaidzero in unaltered state. Cancellation is not possible if the product has been destroyed/used/damaged.

The User's Right to Cancellation lapses if, with the User's consent, the Service started to be provided during the withdrawal period. For Services that require personal registration in the User's name and/or activation on behalf of the User, the Right to Cancellation no longer applies from the date on which the Service was registered in the name of the User or the Service was activated. This is due to the prepaid nature of the Prepaidzero Service, whereupon all fees are paid to the foreign telecom operator upon activation of the prepaid SIM card, which cannot be recovered.

Late delivery

If the User does not receive the ordered products in time before his departure, the User should notify Prepaidzero as soon as possible. Prepaidzero will investigate the possible delay in order to ensure that the products are received by the User before his departure. Nevertheless, if the shipped order does not arrive before departure, Prepaidzero offers a delivery guarantee as follows: if the products have not arrived to the User with the last delivery before his departure, and the User has notified Prepaidzero, Prepaidzero will disable the shipped prepaid SIM card and will reimburse the full cost of the products, against the returned SIM.

Damaged / Defective / Incorrect Goods/Services

Notification of errors shall be sent to Prepaidzero's Customer Service by e-mail at support@prepaidzero.com This must be done within 48 hours from which the error is discovered, so we can investigate the issue in the exact situation it was reported. Later reporting of any issue(s) might not give us the possibility to properly investigate your error report.

Error reports or requests for information will be answered during Prepaidzero's hours of operation. Prepaidzero strives to answer all reports or requests as quickly as possible, taking into account the urgency of the matter.

Faulty service reports are registered by the Customer Service, whereby Prepaidzero will try, as far as possible, to determine the error experienced by the User.

If the fault is believed to be due to lack of functionality in a foreign network, the error report is managed as following:

In any case of failure of the Service that may be considered due to lack of functionality in the local network, the User must first contact Prepaidzero. Once notified, Prepaidzero will to the best of their ability attempt to get the bug fixed in cooperation with the foreign telephone company. Prepaidzero cannot, however, guarantee that the defect will be remedied within a reasonable period of time (72 hours). If the problem can't be resolved and is caused by a defect in the sim card or provided service, the User is entitled to a refund.

Depending on the nature of the error:

If Prepaidzero suspects that the error is due to fault(s) in the SIM card or hardware, the User is obliged to return the prepaid SIM card(s) and/or hardware to Prepaidzero for further investigation.

Refunds and returns not possible for the reasons below

Prepaidzero does not provide refunds and does not give any warranty in the following cases:

- In case a User is not satisfied with the network coverage provided by the SIM card's operator(s) User must accept the network coverage as it is experienced in practice.
- In case a User is not satisfied with the mobile internet speed or connection type of the prepaid card and it's coverage. User must accept the network state as it is experienced in practice.

- If the problems are due to the User's device. In case of doubt whether the error is related to the User's device or SIM card, the User can send his SIM card back for inspection.
- In case a User does not strictly follow the steps mentioned on the instruction paper, which may cause the SIM card and it's bundles not to be activated correctly.
- In case a User notifies Prepaidzero too late about a problem with the service. For example, in case of completion of travel, without notifying Prepaidzero about the error while using the Sim card.
- When there is a possible issue with our product and the User decides to buy a Sim card or bundle from another company without giving Prepaidzero a chance to resolve the issue.

Delivery Charge on Returning Goods

Upon exercise of the Right to Cancellation, the User must return the prepaid SIM cards and/or hardware to Prepaidzero within 14 days.

The User is responsible for the shipping cost. Prepaidzero will reimburse the User as soon as possible, but no later than forty five (45) days from the notification of Cancellation. Prepaidzero reserves the right to charge up to 10 EURO for fees associated with the cancellation, in cases where such costs are incurred.

Return address

IA Solutions
Prof. R. Casimirstraat 34-D
1068 KC Amsterdam
The Netherlands