

Return Policy

FreeCell offers a 7 days 'Trial and Money Back Guarantee' on its Internet Service(s), or IP Telephony Service(s).

The 7 days trial period (the "Trial Period") starts from the date which the installation of your Internet Service has been successfully completed. The 7 days trial is counted by the days from your installation date, and not by any specific hours in which the installation took place. For any service time exceeds 6 days, it will be count up to 7 days.

The 7 days 'Trial and Money Back Guarantee' is only available once at a specific address in conjunction with the purchase of our fiber/cable modem, and/or ATA.

If you are not satisfied with your purchase and wish to cancel the service within the 7 days trial, your modem and monthly payment will be refunded upon the following terms, in addition to our existing policies:

FreeCell receives the modem and any other equipment(s) to be returned.

Customers are obligated to pay for the shipping fees including shipping back fee.

Any installation fee or activation fee already occurred is non-refundable.

You may proceed to cancel by calling us within our business hours, Monday-Saturday, 10am-9pm.

Within the 7 days trial period, once you have called in to our Call Centre and spoke to an Agent and requested to cancel the service, FreeCell will refund you the cost within 30 business days after receiving your related documents and devices.

No other fees for services, shipping, installation, or Equipment, are refundable even within the 7 days trial period. Where Equipment is defective as determined by FreeCell and returned to FreeCell in accordance with our policy, the Equipment will be either repaired or exchanged at no cost, subject to the terms defined hereof.

Please note that you are responsible for all return shipping charges when returning Equipment or requesting a replacement.

You will receive an e-mail within thirty business days of us receiving your returned item(s), confirming receipt, and that the refund will be made to your credit card or bank account, where applicable.