

# Lobster.

The full English mobile

## **Right of Withdrawal**

Last updated 15 March 2019

# Information about the Exercise of the Right of Withdrawal

## Right of Withdrawal

You have the right to withdraw from this contract within a period of 14 calendar days without the need for justification.

The withdrawal period will expire, therefore, at 14 calendar days from the day on which the goods / services were delivered.

To exercise the right of withdrawal, you must notify us of your decision to withdraw from the contract through making an unequivocal statement by calling 711 (for calls from the Lobster network), or alternatively to +34 711000711, or by sending an email to [help@lobster.es](mailto:help@lobster.es). If you prefer you can send us the withdrawal form shown in the template below filled in with the required data, although its use is not mandatory.

In order to comply with the withdrawal period, it is sufficient that the communication relating to the exercise of this right by the customer be sent before the corresponding deadline expires.

## Consequences of the Withdrawal

In case of withdrawal on your part, once the request is received and all the necessary information required for processing is provided, Lobster will proceed, within a maximum period of fourteen (14) calendar days, to refund those amounts that have been previously paid by you, and will send you documentary confirmation that the refund has been processed. If you had requested that the provision of the Service begin during the withdrawal period, you will pay an amount proportional to the part already rendered of the service at the time you have communicated your withdrawal and be refunded the remaining amount. The provision of the Service will be considered initiated from the moment in which the Service is active and available for its use by the Customer.

Lobster will proceed to make such refund using the same means of payment used by you for the initial transaction, unless you have expressly provided otherwise. In any case, you will not incur any expenses as a result of the refund.

# Withdrawal form

*You only have to fill in and send this form if you want to cancel the contract*

For the attention of ZINNIA TELECOMUNICACIONES, S.L., a Company trading under the name "LOBSTER", with registration number B87836607 and registered address at CALLE MARÍA TUBAU 3, PLANTA 5, MÓDULO C (28050) MADRID:

I hereby inform you that I wish to withdraw from my contract for the sale of the following service:

Mobile number:

Contracted Plan:

Date order was placed:

Customer name:

Customer address:

Customer signature (only if form is submitted on paper):

Date: