

Consumer info

Except in case of “force majeure”, the time for delivery of goods is minimum 3 days and maximum 30 days and the delivery term of services is minimum 5 days and maximum 60 days.

Proximus offers a 2-year warranty on goods purchased by consumers.

Codes of Conduct and general conditions are available via www.proximus.be/legalmention
http://www.Proximus.be/en/id_p_legal_warnings/personal/products-and-services/orphans/divers/legal-warnings.html.

In case of any complaint, customers can contact the Proximus Local Service, 0800 55 800 or the Telecommunications Ombudsman Service (Boulevard du Roi Albert II 8 boîte3, 1000 Brussels, tel. 02 223 09 09, klachten@ombudsmantelecom.be) or by the Online Dispute Resolution Platform (<http://ec.europa.eu/odr>).

If you conclude a contract with Proximus at a distance or outside the Proximus premises or its authorized agents' premises and you are a consumer, the following clauses apply:

- You are entitled to inform the seller of your decision to withdraw the contract, without payment of compensation and without giving a reason, within 14 calendar days from the day following the date of delivery of the goods (sale of goods) or the conclusion of the service agreement (sale of services or sale of goods and services), by calling 0800 55 800 or on the website Proximus.be/cancel.
- In case of withdrawal of a service, the customer will have to pay an amount equivalent to the part of the service that has already been delivered. The customer is liable for value decrease of goods, due to the use of the goods, beyond the use necessary to verify the nature, the features and the functioning of the goods.
- Proximus will refund the amounts due within 14 days after the receipt of the withdrawal, provided that the goods have been returned to Proximus.
- You agree that the delivery of the services can start before the end of the withdrawal period and that, in such case, you lose the right to withdraw your purchase, in case the delivery of the service is completed before the end of the withdrawal-term.
- You do not dispose of a right to withdraw, if you asked explicitly for a visit in order to perform urgent repairs or maintain.
- You agree that you lose your right of withdrawal in case digital content is delivered on a material medium.

- In case of withdrawal, you have to contact Proximus to receive the necessary instructions to return the products. The costs for the return of goods, in accordance with the procedure provided for this, are at the expense of Proximus. Products have to be dropped at the collecting- point, indicated by Proximus.

Unless agreed otherwise, your contract is concluded for an indefinite period. You can terminate your open-ended or fixed-term contract at any time in writing. If consumers or business customers with max. 5 numbers/lines terminate their fixed term contract in the first six months, Proximus can demand a compensation equivalent to the total monthly subscription fees still due until the contract's first six months expiry date. If customers received, for free or at a reduced price, a product whose acquisition was linked to his/her subscription to a fixed-term contract, they may be asked to pay additional compensation.

Except in the cases non-authorized by law, fixed term contracts with business customers, will be automatically renewed at the end of the initial term for successive periods of the same duration as the initially concluded contract, except if the customer terminates his contract at the end of the contractual period, in accordance with the contractual termination procedures. Fixed term contracts with consumers are automatically extended for an indeterminate duration after the date of expiry of the contract.