

## Payment/Refund and Return Policies

When you order products and services from this site, we treat this as an offer from you to purchase such products and services. We may refuse to accept such orders for any number of reasons - such as a failure to meet credit check criteria, unavailability of products or services, product or pricing errors.

### Price and payment

Prices are inclusive of VAT unless we state otherwise. Despite our efforts, sometimes information, discounts, promotions, e-vouchers and prices on this site may be incorrect. However, we do try to check these as part of our order processing - and if we spot an error, we'll contact you.

If we're unable to supply the products or services to you, we'll notify you and refund the relevant amounts if payment has been debited from your card.

Delivery dates are estimates only. As we process your order, we'll inform you if any products or services on your order turn out to be unavailable or delayed for any reason.

### Return policy

In case if a purchased SIM has some damages that interferes with its proper use, the SIM can be returned or replaced within 14 days from the purchase date .

We provide no refunds for provided digital Services (Data, Calls Services etc.). Unused balance credit can be refunded to the Card used to make the payment.

In case of a Return, please contact us at [info@tottoli-gsm.com](mailto:info@tottoli-gsm.com).