

Cancelling your order

Can I cancel my order?

If we haven't started provisioning your service, you can cancel your order without incurring any charges. If you have received a notification that your order is in progress, you may be required to pay a cancellation fee of \$29.

If you've received a completion notification (by email or SMS), or have started using the service, you will need to cancel your service as per our standard terms.

How to Cancel Your Order

If you need to cancel your order, please contact us on 1300 303 375 [redacted] start a conversation with one of our customer service representatives. They will advise on any applicable charges.

Online URL: <https://articles.spintel.net.au/article/cancelling-your-order.html>