



Returns Policy

Consumers: Cooling-off Period

If you change your mind about ordering a service from Nova Telecom, under consumer law, you have the right to a 7-day cooling-off period, during which you can cancel your order. If you are in possession of any items delivered as part of the service, you must return these to us in good order during this period in order to get a refund.

Return of Hardware Purchased

If you have purchased hardware from us which develops a fault within 12 months of purchase, you can return the hardware to us (at your shipping cost) and we will evaluate it for faults. If a fault is found by our testing procedures, we will repair or replace the hardware and pay shipping back to you. If no fault is found, a diagnostic fee of €10 may be charged and you will have to pay for shipping back to you.

Grand Canal House, Grand Canal St Upper, Dublin 4. 01-9015021
A1 Fota Business Park, Carrigtwohill, Co Cork. 021-2373469

Nova Networks T/A Nova Telecom.

Registered office as above at Carrigtwohill, Registered in Ireland. Registration No. 384966. Directors D. McDonald, P. McDonald