

About Your Purchase

The items purchased are detailed on your invoice, as are the prices paid. The purchase relates to one or more Mindme GPS devices and a subscription per device. The price paid for each GPS device includes the cost of the initial three-month subscription.

Your purchase was from Minder Limited whose trading name is Mindme and whose address is 19 Great Linns, Marston Moretaine, Bedford MK43 0DD.

Payment must be made in full before we will accept the order and dispatch the goods and create the subscription. Our GPS devices come with a one-year warranty, as described in our Purchase & Services Agreement, and will conform in all material respects with the specification set out on our website.

Your subscription terms can be found in our Purchase & Services Agreement but, in summary, you pay your subscription fee quarterly in advance. You may still cancel your subscription at any point after the initial cancellation period (below) has ended, but any subscription payments already made are non-refundable.

Right to Cancel

You have the right to cancel this contract, without giving any reason, as long as you cancel within 28 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires (e.g. if you asked us to send it to a neighbour, or told the delivery company to give it to a neighbour), physical possession of the device and accessories.

To cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or an email saying that you wish to cancel). You may use the attached model cancellation form, but it is not obligatory.

You may post your notice to Minder Limited, 19 Great Linns, Marston Moretaine, Bedford MK43 0DD or email it to cancellations@mindme.care.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired. If you send your notice of cancellation by post, we suggest that you keep proof of postage showing our address, as evidence that you have posted it.

You must also return the device to us – see below.

Effects of Cancellation

The main effect of cancellation is that you get your money back, provided that you meet the requirements set out here.

If you cancel this contract, we will reimburse to you all subscription payments subject to there having been no breach of our terms and conditions, and specifically that the SIM has not been removed from the device. We will reimburse the subscription fee without undue delay, and not later than 14 days after we receive your notice of cancellation.

You must send the device, accessories, and original box, back to us. You must send them to Minder Limited, 19 Great Linns, Marston Moretaine, Bedford MK43 0DD. You must do this without undue delay and in any event not later than 14 days from the day on which you send your notice of cancellation to us.

When we get them back, we will check that they are not damaged or marked more than was necessary for you to establish the nature, characteristics and functioning of them.

If they are in satisfactory condition, we will reimburse you the purchase price of the device and the delivery fee for sending the device to you; if they are marked or damaged more than was necessary, we may reduce the reimbursement to take into account the damage.

We will reimburse you without undue delay, and not later than 14 days after the day we receive the device, accessories, and original box, or, if earlier, within 14 days of the date of any evidence you have that you have sent them back.

We will not reimburse the costs you incurred in returning the device, accessories, and original box to us. You must pay the cost of returning them, and we suggest that you keep proof of postage showing our address, as evidence that you have sent them back to us.

We will reimburse you using the same means of payment as you used for the initial transaction, unless we have expressly agreed otherwise with you; in any event you will not incur any fees as a result of the reimbursement.

Last updated on 1 October 2023.

Mindme Cancellation Form

To Mindme (insert device username)
19 Great Linns
Marston Moretaine
Bedford
MK43 0DD

cancellations@mindme.care

I/we¹ hereby give notice that I/we¹ cancel my/our¹ contract of sale of the following goods and for the supply of the following service.

Device Ordered:

Ordered On:

Received On:

Name of consumer(s):

Address of consumer(s):

.....

.....

Signature of consumer(s) (only if this form is notified on paper)

.....

Date:

¹Delete as appropriate