

Online Cancellation/Refund Policy

You may cancel your account at any time. Any balance in the account will be transferred to the primary phone and all phones associated with the account will be released and pin numbers reset to default. Any balance remaining in the account will not be refunded as money. Please contact use at servicedesk@lists.knet.ca with any questions.

K-Net Administration Office Return Policy

Our Main Office Return Policy applies only to purchases made at K-Net Administration Office in Sioux Lookout or a Community K-Net Mobile Office. If you have made a purchase at one of our locations and wish to return an item, please return the item to same location or K-Net Administration Office in Sioux Lookout. Please see below for full details.

If you have made an online purchase on myaccount.knet.ca and wish to return an item, please see our [Online Cancellation/Return Policy](#).

Return with Receipt

An original receipt is requested for all exchanges or returns. Within 60 days from the date of your purchase, an exchange or return can be made for unused/unworn products. All items must be returned in their original packaging. All refunds will be made in the same form of payment as the original purchase. You will be required to provide your name; telephone number and postal code for all return or exchange transactions.

Return without a Receipt

If you wish to make a return and have lost your receipt, K-Net Administration Office in Sioux Lookout can search for the original receipt in our system or products will be returned based on the price the item was offered for sale within the 60 days preceding the return; and the refund will be applied to a K-Net Mobile Credit. If the amount of the return is less than \$5.00, cash will be refunded. Items must be unused and in their original packaging. You will be required to provide your name, telephone number and postal code for the transaction.

Warranty Returns

Should your purchase develop a manufacturer's defect within a reasonable amount of time, please return it to the store. An original receipt is required for a refund. Without a receipt, product will be returned based on the lowest price the item was offered for sale within the 60 days preceding the return; and the refund will be applied to a K-Net Mobile Credit. You will be required to provide your name, telephone number and postal code for the transaction.

Contact Information

K-Net Welcomes your questions or comments regarding the Cancellations/Refund Policy;

K-Net Services

115 King Street, Box 1439

Sioux Lookout, Ontario P8T1B1

Email Address: servicedesk@knet.ca

Telephone Number:

(807) 737-1135

Effective as of November 01, 2015