

Right of cancellation

If you choose to cancel your order, you may do so within 14 days from when you received your receipt without giving any reason.

To cancel your order, you must inform us of your decision. To ensure immediate processing we recommend you use Report a Problem to cancel all items with the exception of Apple Music, iTunes Match, Season Pass, Multi-Pass, and unredeemed iTunes Gifts purchased directly from Apple. The excepted items can be cancelled by contacting iTunes Support. You also have the right to inform us using the model cancellation form below or by making any other clear statement. If you use Report a Problem we will communicate acknowledgement of receipt of your cancellation to you without delay.

To meet the cancellation deadline, you must send your communication of cancellation before the 14-day period has expired.

Effects of cancellation

We will reimburse you no later than 14 days from the day on which we receive your cancellation notice. We will use the same means of payment as you used for the transaction, and you will not incur any fees for such reimbursement.

Exception to the right of cancellation

You cannot cancel your order for the supply of Content if the delivery has started upon your request and acknowledgement that you thereby lose your cancellation right.

Model cancellation form

- To Apple Distribution International
iTunes Store Customer Support
Hollyhill Industrial Estate, Hollyhill, Cork, Republic of Ireland:
- I hereby give notice that I withdraw from my contract for the following:
[INSERT ORDER ID, ITEM, ARTIST AND TYPE]
- Ordered on [INSERT DATE] / received on [INSERT DATE]
- Name of consumer
- Address of consumer
- Email address of consumer (optional)
- Date