



Effective from: 29-09-2026

CUSTOMER CHARTER

This Charter provides information on the level of customer service we commit to offer, details of any compensation and general information about our customer service. We are required to provide this Charter by the Commission for Communications Regulation (ComReg). Further information, including what you can use the Charter for, is available at www.comreg.ie/customercharter.

This Charter is available to request in PDF by contacting us at Customer.Services@lidl.ie.

1. Contacting us

Customer service response times

Phone:

Call us on +353 1 9203010. We are available Monday - Friday: 8:00am - 8:00pm, Saturday: 9:00am - 6:00pm. We are closed on Sundays and Bank Holidays.

We do not offer any Commitment on call response times.

Email:

Customer.Services@lidl.ie

We do not offer any Commitment on email response times.

Web form:

<https://customer-service.lidl.ie/SelfServiceIE/s/contactsupport>

We do not offer any Commitment on web form response times.

Chat:

<https://lidl.ie/lia>

We do not offer any Commitment on chat response times.

Post:

Lidl Ireland GmbH

Main Road

Tallaght

Dublin 24, D24 PW6K

We do not offer any Commitment on post response times.



2. When you are due a refund

Time to issue refund

We do not offer any Commitment on refund times.

Our refund policy can be accessed in our [Code of Practice for Complaint Handling](#).

3. If there is a service outage

Planned service outages

We do not offer any Commitment to publish information for customers in advance of planned network outages.

Unplanned service outages

We do not offer any Commitment on times within which we will publish information to inform customers of unplanned service outages.

4. Compensation

Mandatory compensation

You can request compensation from us if we fail to meet certain obligations. This section details where compensation schemes are required.

Switching and porting compensation scheme: Delays or other issues when porting your mobile number including missed and delayed service may mean you can claim compensation.

We have a switching and porting compensation scheme, which can be accessed in our [Switching and Porting Compensation Scheme](#).

Other compensation

We do not offer any other compensation related to the customer service expectations set out in this Charter.

5. Accessibility

We are required to ensure our services are accessible. Further information is available in our accessibility statement, which can be accessed at the following [link](#).

6. How we will handle complaints

We will handle any complaints in accordance with our Code of Practice for Complaint Handling which you can access at the following [link](#).