

# Refund Policy

## Refund policy

### 1. Refund of Powerpacks back to your Powershop Customer Account

- 1.1 You can get a refund of the cost of any Powerpack purchased into your Customer Account within 48 hours from the time of purchase of the relevant Powerpack by logging in, going to the Transactions tab on the Account Statement and pressing the refund button next to the transaction recording your purchase.
- 1.2 You can contact our call centre to cancel and get a refund of the cost of any Powerpack purchases you have made into your Customer Account in the following circumstances:
  - a) your very first Powerpack purchase from the shop where you are a new customer, provided you contact our call centre within 7 calendar days from the time of purchase; or
  - b) if you wish to end your supply agreement with Powershop, and you have purchased more Powerpacks than you need to cover the actual energy usage at your property for the period of time that you were a Powershop customer; or
  - c) where (through a meter test or otherwise) we become aware and notify you that one or more of your meter reads have been incorrect and you have purchased more Powerpacks than you needed to cover the actual energy usage at your property.
- 1.3 Notwithstanding 1.1 above, we will not agree to cancel or refund the cost of any Powerpack purchases made by us on your behalf to cover a shortfall. A shortfall is where you have not purchased enough Powerpacks to cover the energy supplied to your property (as measured by a meter read or an estimated read if we cannot read your meter).
- 1.4 Once any Powerpack is refunded it will no longer be available to be applied towards your energy use.

## 2. Refunds from your Customer Account into your bank account or credit card

- 2.1 Any credit balances you build up in your Customer Account will be refunded at your request, unless it is less than the minimum amount required by our bank for processing or we consider that it is fair and reasonable not to. If your credit balance is less than our bank's minimum requirement for processing a refund on your customer account, or we retain a credit balance because we think it's fair and reasonable to do so, we'll keep it on your customer account and put it towards your future payments. We prefer, but do not require, you to provide us with a meter read when you request a refund so we don't refund you too much for the energy you have used. We will always tell you the reasons why we consider it is fair and reasonable to withhold a refund in a timely way.
- 2.2 If you leave us for another supplier, then we will promptly refund any credit balance after your final bill has been billed and paid.
- 2.3 We will also run reports to check our customers' credit balances from time to time. We will call you to discuss any credit over £75 if you'd like a refund of that credit balance.
- 2.4 Except in exceptional circumstances, we will always refund to the bank account or credit card that was used to pay for the purchase or registered as the preferred payment method on a customer's account. We may also require to see identification before we refund to a bank account or credit card that does not fit these requirements.
- 2.5 If you wish to arrange a refund you will need to call our call centre on 0800 009 3719 Monday – Friday, 9am – 9pm.