

# Refunds Policy

## 1 Refunds of products back to your Powershop account

- 1.1. If you have purchased a Powerpack and wish to cancel that purchase, you can refund that purchase into your Powershop account by logging in to your Powershop account, going to the 'Transactions' tab, then 'Account Statement' and clicking 'Refund'. This function is only available for purchases made within your current billing period, or within 48 hours of purchase of the relevant Powerpack. You will not be able to refund Powerpacks that have already been consumed in your previous account review period.
- 1.2. You can apply to us to cancel and refund any Powerpack purchases you have made into your Powershop account in the following circumstances:
  - a. for your very first Powerpack purchase from the shop where you are a new customer, provided you apply to us 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.Refunds will show in your "Account Statement" page under the "Transactions" tab when you log in to Powershop.
- 1.3. Notwithstanding 1.1 above, we will not agree to cancel or refund any Powerpack purchases made by us on your behalf to cover a shortfall 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).

## 2 Refunds from your Powershop account into your bank account

- 2.1. Any credit balances you build up in your Powershop account are for the purchase of electricity only. To comply with the law, Powershop is not obliged to refund credit balances into your bank account, but may agree to do so in exceptional circumstances, namely:
  - a. if you have made a payment in obvious error (e.g. a double payment);
  - b. if you are switching away from Powershop to another electricity retailer;
  - c. if you would otherwise suffer extreme financial hardship;
  - d. if you have received a dividend or rebate from your lines company (and then only to the extent of the lines company dividend or rebate); or
  - e. if there has been a significant metering error over an extended period of time and you have purchased more Powerpacks or paid more than was necessary to cover the actual energy usage at your property for the period of time that you were a Powershop customer.
- 2.2. Requests for refunds into bank accounts may only be made by primary Powershop account holders.
- 2.3. If you consider that you meet the exceptional circumstances above and wish to arrange a refund you will need to contact our call centre on 0800 462 668 between 8am – 8pm, Monday to Friday.