

Refunds Policy

1 Refunds of products back to your Powershop Account

- 1.1 You can apply to us to cancel and refund any Powerpack purchases you have made into your Powershop account in the following circumstances:
- where you apply to us within 48 hours from the time of purchase of the relevant Powerpack; or
 - 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
 - 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
 - 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.
- 1.2 We will refund any expired units from any Powerpack that you did not use into your Powershop Account. This will happen automatically on the account review when any units expire. The refund will show in your account balance on your "My Account" tab when you login 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:
- If you have made a payment in obvious error (e.g. a double payment);
 - If you are switching away from Powershop to another electricity retailer;
 - If you would otherwise suffer extreme financial hardship;
 - 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
 - If there has been a significant metering error over an extended period of time and you have purchased more Powerpacks or paid more than you need to cover the actual energy usage at your property for the period of time that you were a Powershop customer.
- 2.2 If you consider that you meet the exceptional circumstances above and wish to arrange a refund you will need to call our call centre on 0800 462 668 Monday – Friday, 9am – 9pm.