

Refund Policy

Requesting a refund

If your account is in credit due to an overpayment, you can request a refund. Below is a list of the cases and the ways a refund can be processed:

1. According to the broadband terms and conditions the customers is entitled for refund in the following cases :

1.1 Cooling off Rights: customer has the right to cancel this agreement without paying any fees. if the customer chose to cancel the service during the cool off period, then the customer has to return back to the company any equipment's provided immediately in a very good condition with original packaging as stated in this agreement. otherwise the customer shall pay the full equipment's prices. Any amounts paid by the customer for the equipment's, the company will refund the full amount paid by the customer and the customer will be responsible to pay the cost of return.

1.2 Item 6.5 During the visit to the Premises, the technical team shall make its best efforts best to install the Equipment in a suitable location in order to provide the Customer with the Service. If the Customer refuses to allow the technical team to install the Equipment and the technical team are unable to reach a mutual agreement with the Customer about the exact place to install the Equipment or connect the wires/cables, then the company shall not be liable for any of failure to provide the Service and any payment made by the Customer will be refunded.

1.3 Item 6.7 It is essential that the company carries out a site survey of the premises in order to determine the optimal method of providing the Service. If the company finds

that according to the survey report that the Service couldn't be provided and the Equipment couldn't be installed then we will cancel the installation date and terminate the agreement without any liability on the company for the failure to provide the Service due to site survey results. The company will refund any payments made by the Customer immediately after the cancellation of the agreement with the Customer.

2. You can request refund:

- 2.1 If you've made an overpayment.
- 2.2 If the customer paid for something that you shouldn't have been charged for.
- 2.3 If your account is in credit once you've disconnected your services.

3. The refund request gets rejected :

- 3.1. If your account isn't in credit.
- 3.2. If the credit on your account isn't from an overpayment, an incorrect payment or a final bill credit.

4. How you can get a refund ?

You'll get your refund via your last payment method. So if you regularly pay by debit card, we'll refund back to that card. If you pay by cash or cheque, we'll refund by cheque. If you pay by Direct Debit, leave it in place and we'll send the money back by Direct Debit.