



MAXEN POWER REFUND POLICY

At Maxen Power Supply Limited, we are committed to providing exceptional service to all our customers. If you believe you are entitled to a refund or credit for any reason, please review the details of our refund policy outlined below:

Entitlement for Refund

Credits & Refunds: If you identify any discrepancies on your bill, such as concerns around charges or any other factor that you believe would have affected the charges specified on the bill, please contact us immediately upon receiving your bill. We will thoroughly review and provide you with the relevant feedback.

Overpayment: In case of an overpayment, the credit amount for existing customers will be applied to their account and adjusted in the next invoice or otherwise agreed. For non-existing customers, the overpaid amount will be refunded.

Deposit Refunds: If a security deposit was paid when setting up your account, it will be refunded when we are no longer your supplier or otherwise agreed. Should there be any outstanding amount on the account we will adjust the outstanding balance using the amount we hold prior to refunding the deposit, this will be clearly communicated to the customer.

Account Closure / Terminated Account: If your contract expires and you transfer your supply away from us, please note that we require your final meter reading in order for us to accurately issue reconciliation note. Additionally, if you receive a refund to which you are not entitled, it is your responsibility to review your bills and notify us promptly. Should there be any discrepancies in your meter readings, please inform us as soon as possible. Should you close your account, any remaining balance (after settling all outstanding charges) will be refunded once all charges have been cleared.

Billing Adjustments: If a billing adjustment results in an overpayment, the customer's account will be credited accordingly.

Refunds for ET Accounts: Maxen Power will issue a refund for amounts paid if the supply is returned to the previous supplier (ET).

Non-Refundable Charges

The following charges are non-refundable:

- Late payment fees
- Any charges incurred as per your invoice
- Returned payment fees (e.g., for bounced cheque or failed bank transfers)
- Fees for service reconnection after disconnection due to non-payment
- Third-party service fees (e.g., Disconnection agency, MOP/MAM etc.)

Any other charges that may have incurred not specified as above would be none refundable or otherwise agreed. Maxen Power may at its discretion consider refunding any charges mentioned above under certain circumstances.

Refund Process

Requesting a Refund: To initiate a refund, please contact our customer service team at support@maxenpower.com or call us at **02079 30 30 30**. Provide your account details and the reason for your refund request.

Review & Verification: Upon receiving your refund request, we will review your account, billing history, and any other relevant information to determine your entitlement for a refund.

Refund Method: Once you are entitled for refund, the refund will be issued to your original payment method e.g., if payment was made by Direct Debit, card, Bacs, or payment link. In an event where we are unable to return the funds using same method, we will issue a cheque.

Processing Time: All agreed refunds are processed within 10-15 working days. Should there be any delay for any reason, we will inform you in a timely manner.

Customer Communication: Customers will be promptly notified of the refund process via email or phone or otherwise agreed.

Disputing a Refund Decision

If you are dissatisfied with a refund decision or have concerns regarding the refund or refund process, please contact our support team on support@maxenpower.com. Alternatively, you can reach out to our escalations team at escalations@maxenpower.com.

You can also refer to our complaints policy for guidance on escalating your complaint.

Contact Information

For further assistance or to request a refund, please contact our customer support team at:

Email: support@maxenpower.com

Phone: 02079 30 30 30

Address: Olympic House, 28 – 42 Clements Road, Ilford, Essex, IG1 1BA

At Maxen Power Supply Limited, we are dedicated to resolving issues efficiently and ensuring that our customers receive fair and transparent services.