



Refund Policy

Effective Date: 20 August 2025

Version: 2.0

1. Our Commitment

Data Energy is committed to providing excellent service to our customers. This policy outlines the circumstances under which refunds may be issued and the process for requesting them.

2. General Refund Principles

2.1 Payment Method Matching

All refunds will be processed using the same payment method originally used for the transaction. We cannot process refunds to alternative payment methods or accounts for security, regulatory and anti-money laundering compliance reasons.

2.2 Processing Times

- Bank transfers (BACS/CHAPS/Faster Payments): 3-5 working days
- Credit/Debit card payments: 5-10 working days (dependent on your card issuer)
- Exceptional circumstances: Same-day faster payments may be available at our discretion

2.3 Refund Conditions

Refunds are subject to:

- Sufficient funds being available in the relevant account
- Verification of the original payment
- Compliance with our terms and conditions

3. Eligible Refund Circumstances

We will consider refunds in the following situations:

3.1 Account Overpayments

- Payments made after tenancy termination due to uncancelled direct debits
- Duplicate payments or processing errors
- Payments made to incorrect accounts
- Credit balances deemed excessive and causing potential financial hardship

3.2 Service-Related Issues

- Technical service failures attributable to Data Energy
- Damage caused by our field engineers during on-site visits
- Poor workmanship or service delivery failures

3.3 Administrative Errors

- Payments made by landlords to tenant accounts in error
- Billing discrepancies caused by our systems or processes

4. Non-Refundable Circumstances

4.1 Standard Credit Balances

Credit balances on single-tenant accounts will typically remain as account credits for future billing rather than being refunded, unless they meet our financial hardship criteria.

4.2 Partial Refunds

We do not process partial refunds. Refunds will only be issued for the full transaction amount where eligible.

5. How to Request a Refund

5.1 Contact Information

To request a refund, please contact our Customer Services team:

- Phone: 01279 810 119
- Email: customercare@dataenergy.co.uk

5.2 Required Information

When requesting a refund, please provide:

- Account number or reference
- Transaction date and amount
- Payment method used
- Reason for refund request
- Supporting documentation if applicable

5.3 Review Process

1. Customer Services will review your request within 2 working days
2. If approved, the Treasury team will process the refund
3. You will receive confirmation once the refund has been initiated
4. Processing times vary by payment method (see Section 2.2)

6. Important Considerations

6.1 Fraudulent Activity

Requesting refunds from both Data Energy and your bank/card issuer simultaneously constitutes fraudulent activity and may result in:

- Delayed processing of legitimate refunds
- Legal action
- Account suspension

6.2 Disputed Transactions

For card payments processed through our payment processor, we reserve the right to challenge disputed transactions where we believe the claim is invalid or fraudulent. This process may take up to 30 days from the original transaction date.

6.3 Fund Availability

Large refunds may be delayed if insufficient funds are available in the relevant client bank account. In such cases:

- Customer Services will notify you of any delays
- We will work with our client to expedite fund availability where possible
- Refunds will be processed as soon as funds become available

7. Exceptional Circumstances

In cases where Data Energy is clearly at fault (such as damage caused by our engineers or significant service failures), we may expedite refunds through same-day faster payments at our discretion.

8. Appeals Process

If your refund request is declined and you believe this decision is incorrect, you may:

1. Request a review by our Customer Services Manager
2. Provide additional supporting documentation
3. Escalate to our complaints procedure if necessary

9. Limitations

9.1 Time Limits

Refund requests should be made within 3 months of the original transaction date, except in exceptional circumstances.

9.2 External Factors

Data Energy is not responsible for delays caused by:

- Third-party payment processors
- Banking system delays
- Customer's bank or card issuer policies

10. Contact Information

For refund requests or questions about this policy:

Customer Services

Phone: 01279 810 119

Email: customercare@dataenergy.co.uk

11. Policy Updates

This policy may be updated from time to time. The current version will always be available on our website at dataenergy.co.uk. Continued use of our services after policy updates constitutes acceptance of the revised terms.

This policy should be read in conjunction with our Terms and Conditions and [Privacy Policy](#).

Last Updated: 20/08/2025