

Instruction for cancellation within 14 days of your online sign-up

Rights to cancel

You have the right to cancel this contract within 14 days of your online sign-up without giving any reason. (Outside of this window your right to cancel this contract will fall within our General Conditions). The cancellation period will expire 14 days after you receive our confirmation of Order, as detailed in Condition 6.3 of our General Conditions.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. through our Online Message Service via your online account page, by phone, email, fax or letter sent by post). You may use the attached cancellation form, but it is not obligatory.

To access your online account page, log onto our website:

<https://www.isupplyenergy.co.uk/AccountManagement/Login.aspx>

If you contact us using your online account page, we will communicate to you an acknowledgement or receipt of such a cancellation on a durable medium (e.g. by response through the online messaging service or by email) without undue delay.

If you decide to inform us of your cancellation through a method other than your online account page then please do so using the following contact details:

Tel: 01202 612161

Fax: 01202 612165

Email: supportteam@isupplyenergy.co.uk

Postal address:

iSupplyEnergy Ltd

Richmond House

Richmond Hill

Bournemouth

Dorset

BH2 6EZ

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Effects of cancellation

If you cancel this contract, we will reimburse you without undue delay:

- (a) If we have started to supply you with Energy before we have received your cancellation, 28 days after we have stopped supplying you with Energy and have received a final meter reading related to the end of our supply (but you will still be liable for any Energy used up until we cease to be your supplier and you will need to arrange for a new supplier to take over your supply);
- (b) If we have not started to supply you with Energy then 28 days after we receive your notice of cancellation.

We will make the reimbursement, where possible, using the same means of payment you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

Cancellation Form

iSupplyEnergy Ltd
Richmond House
Richmond Hill
Bournemouth
Dorset
BH2 6EZ

Tel: 01202 612161
Fax: 01202 612165
Email: supportteam@isupplyenergy.co.uk

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract for the supply of electricity/gas
_____ (Please insert product type)

Ordered on _____ (Please insert date of application)

Account Number: _____ (Please insert the first 4 letters, following by the first 4 numbers of your account number i.e. AFGH0001)

Where not a direct application through our website, please provide the name of company who you signed up through (e.g. price comparison site name):

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is notified on paper)

_____ Date _____

[*] Delete as appropriate