

## Refund Policy

At Tonik, we always take your monthly direct debits in advance to ensure your account remains in credit. When you complete a sign up with us, we take your annual consumption figures for the year and divide this by twelve so that you are covered with an even payment each month. For this reason, you may see that you have more credit in some months than others, but that's exactly what we anticipate happening.

You can always ask for a refund, however there may be times that we are unable to fulfil your request. It's always better to keep your balance in credit, particularly as you will earn interest on that credit balance equivalent to 3% per year. If you meet the criteria outlined below, you may be eligible for a refund.

You may also be entitled to a refund if you switch to another supplier. This is also detailed below.

### Reasons to keep your account in credit:

You're saving for winter! Building up extra credit in the summer can mean you won't get any shock bills during a time when you're using much more energy to keep your homes warm and cosy in those colder months.

If you do get a refund and your account goes into debit (or looks like it could), we may need to increase your Direct Debit to ensure you don't fall further into debit but we will always get in touch with you prior, to inform you of these changes.

### When can you get a refund?

Before you get started, here are a couple of things to check if you are currently on supply with Tonik Energy:

- Your account must be more than 90 days old and have an active Direct Debit.
- You can't have any other refund requests already pending.
- You must have enough money in your account to cover the value of 2x Direct Debit payments during the months of September to February and 1x Direct Debit payment during the months of March to August. We will only refund balances surplus to this (to protect your account from going into debt).

If that's all ok, there are a few things relating to your meter readings and statements that also need to happen before you can request a refund:

- You must have submitted a meter reading (for all fuels on the account) in the last 28 days.
- You also need to have received a statement since that meter reading was taken, with the readings included on it.
- Lastly, if you've got a traditional meter and you're requesting a refund that totals more than £500 over the last 3 months: We may request that you take photos which clearly show the meter reading and meter serial number. We will ask you to send them to us at [Hello@tonikenergy.com](mailto:Hello@tonikenergy.com)

Once you've confirmed that your refund request meets all the conditions above, you'll be able to apply for a refund.

### **How and when you'll get your refund:**

You'll usually get your refund within 10 working days of asking.  
We'll pay it into the bank account you use for your Direct Debits.  
If there's any problems, we'll be in touch.

### **If you're switching to a different supplier:**

As soon as we've had your final meter readings from your new supplier, we will generate your final statement, which we will upload to your Tonik Space account. This process usually takes up to 6 weeks\*

If your account is in credit, your refund will be with you in 10 working days of you receiving your final statement.

It will be returned to the bank account you used to make Direct Debit payments.

### **If you're moving to a new home:**

There are a few bits of information we will need from you that are important to a successful closure of your account

- We will need your closing meter readings (it always helps to send a picture of these to [hello@tonikenergy.com](mailto:hello@tonikenergy.com) and keep these for your reference too)
- We will need the details of whoever is taking over after you
- We will need to know your forwarding address; in case we need to get in touch with you.

If your account is in credit, we'll get a refund to you within 10 working days of your final bill. Again, if you've got a traditional meter and you're requesting a refund that totals more than £500 over the last 3 months, we may request that you take photos which clearly show the meter reading and meter serial number, then send them to us at [Hello@tonikenergy.com](mailto:Hello@tonikenergy.com)  
Once you've confirmed that your refund request meets all the conditions above, you'll be able to apply for a refund.

It will be returned to the bank account you used to make Direct Debt payments.

\*Please note that, if you fail to provide your new supplier an opening reading (which they then provide us as your closing reading with Tonik Energy) we will be unable to issue any refund. It is important for the successful closure of your account that you provide this meter reading.

### **If you are experiencing Payment Difficulties:**

If you are having payment difficulties it is important to contact us as soon as possible so that we can assist wherever possible. We can discuss payment plans, ways to save energy and options to install smart meters so that you can have better sight of your daily spending. We can also offer support through organisations such as Step Change, who can help you reorganise and prioritise your financial commitments.