

## **Refund Policy**

Customers have the right to cancel all services within seven (7 days) of their purchase. Cancellations after this period will be subject to purchasing the connection charge which covers the external subscriber unit. We will offer a 24 hour technical support telephone line during the term of the contract.

Cancellations must be placed in writing to Networks House, 2 Whitehall Road Industrial Estate, Whitehall Road, Leeds, LS12 5JB or by fax to 0871 226 5034 or email [info@billsavers.co.uk](mailto:info@billsavers.co.uk)

It is not anticipated that customers will be able to cancel their BT telephone line and as such will be bound by the terms and conditions of the contract which can be found on our website at [www.billsavers.co.uk](http://www.billsavers.co.uk).