



ITELEBILL Consumer Care and Refund Policy

At all times Itelebill Limited will ensure that they will:

- Treat consumers fairly
- Not invade consumer privacy
- Not cause harm or unreasonable offence to consumers
- Resolve consumer complaints quickly

General Guidance with regards to refund enquiries

1. 1.1 Where refunds are provided to consumers they will be provided promptly (within 28 days of authorisation). They will receive a bank transfer. (This method is in accordance with the acceptable methods stipulated by OFCOM, in The Regulation of Premium Rate Services Order 2024).
2. 1.2 Where there is good cause to believe that the refund claim is not valid, evidence will be requested so the consumers claims can be validated:
 1. 1.2.1 Firstly Itelebill will ask consumers for reasonable evidence that they are entitled to a refund, they will request a copy of the consumers phone bill. If this is not provided a refund will not be granted.
 2. 1.2.2 Account details used to join and upgrade sites will be obtained by Itelebill from the Merchant in the chain of regulated activity. This will include reviewing the email address, postal address and further details used to create the upgraded membership, these will be cross matched with those of the complainant.
 3. 1.2.3 Where appropriate, IP addresses maybe sought to aid and validate consumers who claim not to have joined the service.
 4. 1.2.4 Where consumers claim not to have used the service the Merchant will identify whether the upgraded features offered and (disputably paid for) have in fact been used.
 5. 1.2.5 A thorough review of any potential technical errors will be conducted, refunds will be granted when a payment is partial or the consumer cannot use the service that they have paid for or on specific request by the Merchant.
 6. 1.2.6 To further ensure compliance consumer clis will be blacklisted to avoid any further charges and disputes.
 7. 1.2.7 When the consumer is a minor and is therefore not also the bill payer, providing this information can be validated (using the strategies described above) a full refund will be given to the bill payer.

Itelebill Limited will seek the advice of the Regulator, OFCOM and will liaise with all parties in the chain of regulated activity when appropriate.