

# Our Refund Policy



**If at any time you require a refund from us following a payment made into your utility account, the first thing to do is get in touch with our customer service team.**

To get in touch you can:

Call us on: **0345 872 9600**. Phone lines open: Monday-Friday 9am – 8pm

Saturdays 9am – 5pm.

Out of these hours, we have a call-back service.

*Calls may be recorded and/or monitored for quality assurance and company purposes. Mobile and other providers charges may vary.*

Write to us at:

**Insite Energy**

**Studio 4**

**Stuart House**

**St. John's Street**

**Peterborough**

**PE1 5DD**

Or send an email to: [customerservice@insite-energy.co.uk](mailto:customerservice@insite-energy.co.uk)

Once your refund request has been received and approved, we will aim to process your refund within five (5) working days.

Once complete, the refund will be returned to the payment method from which payment was originally received.

Please note, receipt of refunds varies depending on your payment provider.

