

Payment terms

This section sets out our fees and payment terms for the Company's Service which should be read in conjunction with our [User Agreement](#) and [Privacy Policy](#).

1. Our Fees

Use of the Service is free for Customers.

If you, as an Installer, decide a Job is of interest, then we will charge a small fee after which you will receive the Customer's contact details. On successful completion of a job a further small fee will be due. The fees charged will vary between Jobs.

Please note that fees charged will be in UK pounds sterling and exclude VAT.

We reserve the right to review our fees from time to time. We also reserve the right to obtain validation of your credit or debit card details before we provide any Services to you.

2. Bills and Payments

We accept payments by credit /debit card or BACS only. Invoices will be sent to you by E-mail..

We take your personal privacy and financial security extremely seriously - see our [Privacy Policy](#) for more information.

3. Payment Terms

When paying bills, time is of the essence and we ask you to ensure that your card details are valid and that you have sufficient funds available. You may update your payment details when making any purchase via our secure website.

In the event that a payment fails we will ask you to provide updated payment details. We may temporarily suspend your account if an amount remains unpaid for more than 14 days. We reserve the right to charge interest at a rate of 8% per annum over Bank of England Base Rate on all amounts that remain outstanding 30 days after the issue of our invoice.

4. Refunds and Cancellations

Please get straight in touch with us if you are in any way unsure about an amount that has been charged to your card. You may email us at enquiries@beenergysmart.com to ask a question. In the event that we find a payment has been taken in error we will refund the amount immediately to your credit or debit card.

If you have any further comments or questions regarding our [User Agreement](#), [Privacy Policy](#) or Payment Terms then please [contact us](#) - we're ready to help.