



The Direct Debit Guarantee

1) The guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.

2) If the amounts to be paid or the payment dates change, W3Z Broadband Limited will notify you 10 working days in advance of your account being debited or otherwise agreed.

3) If an error is made by W3Z Broadband Limited or your Bank / Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.

4) You may cancel a Direct Debit at any time by writing to your Bank / Building Society. Please send a copy of the letter to us.