

Dear Customer,

Please see the below Direct Debit Guarantee.

If you have any queries please contact us on **01463217317**

Kind regards

Fuel Card Sales Team



#### The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Highland Fuels Ltd will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request Highland Fuels Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by Highland Fuels Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
  - If you receive a refund you are not entitled to, you must pay it back when Highland Fuels Ltd ask you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.