

Electronic Receipts - Terms & Conditions

Customers who top up epic Communications Limited (epic) prepaid accounts via the epic Web Top Up, HSBC Mobile Top Up & BOV Mobile Top Up shall automatically receive an electronic receipt (e-receipt) in Portable Document Format instead of a hard copy receipt.

Customers shall not receive a hard copy receipt for the transaction unless this is specifically requested by the Customer. The e-receipt can be accessed through the Epic web-portal.

Customers can view, download, save and print e-receipts on plain paper.

It is the responsibility of the Customer to provide correct details to Banks upon application for Mobile Top Up service.

It is the responsibility of the customer to provide correct details through the Epic web-portal.

epic is not responsible for any incorrect data within the receipt.

epic shall not be liable for any damages if an e-receipt is not issued.

A two (2) year history of e-receipts is accessible in the Epic web-portal. The history will start accumulating as of 1st of September 2006.

Should Customers request receipts issued more than two (2) years before the request is made, they are to call 247 free of charge. Request are to be made by Receipt Number.

epic general Pay monthly terms and conditions and any other relevant epic terms and conditions shall apply.

epic reserves the right to stop, suspend, amend or otherwise alter this Tariff and these terms and conditions at any time.