



# Direct Debit Mandate Terms & Conditions

The Epic logo consists of the word "epic" in a lowercase, sans-serif font. The letters are white with a yellow outline, set against a solid black square background.

1. By signing this Direct Debit Mandate Form ('Form'), I/We authorize Epic Communications Limited ('Epic') to affect a recurring direct debit to any payment method provided by I/We and for my/our Bank ('Bank') to credit Epic in accordance with the respective request.
2. I/We understand that the amount to be debited and the date of such debit varies, however Epic shall notify me/us in advance of the amount and date of the debit.
3. I/We also understand that my/our Bank shall not be bound to verify whether such advance notice has been given.
4. I/We understand that the Bank is at liberty to either refuse to effect payment or to reverse a payment if my/our bank account does not have sufficient funds to meet the direct debit amount.
5. I/We also understand that charges shall be debited from my/our Epic post-paid account in the event that payment is reversed due to insufficient funds.
6. I/We reserve the right to refuse a debit from my/our account that is not directly or indirectly related to the services provided by Epic received by me/us and I/we understand that any such claims submitted to the Bank within thirty (30) days after payment date will be reversed accordingly by the Bank.
7. I/We understand that any claims following the lapse of thirty (30) days will have to be raised directly with Epic.
8. I/We understand that the Bank may terminate this Direct Debit instruction at its sole discretion by advising me/us and Epic in writing.
9. I/We understand that Epic may terminate this Direct Debit instruction at its sole discretion by advising me/us and the Bank in writing.
10. Should I/We wish to cancel this Direct Debit Mandate, I/We shall inform the Bank and Epic in writing thirty (30) days prior to the intended termination date.
11. I/We fully undertake to keep the Bank harmless and fully indemnified against any liability, loss or damage the Bank may incur for any reason which is beyond the Bank's control in consequence of making this facility available.
12. I/We fully undertake to keep Epic harmless and fully indemnified against any liability, loss or damage that Epic may incur for any reason which is beyond Epic's control in relation to this facility.
13. This Form should be signed by all the account holders irrespective of any other instructions given to the Bank for the operation of the respective Bank Account. This Direct Debit Mandate is granted by me/us in relation to the Epic 'Billing Account Numbers' indicated overleaf.

Epic hereby declares that the personal information that Epic is collecting in this Form shall only be used in relation to the purposes stated herein and in accordance with Epic's Privacy Policy (which can be found in full on: [www.epic.com.mt/privacypolicy](http://www.epic.com.mt/privacypolicy) or in any Epic store), for more information on how Epic collects, uses and shares personal information including your data protection rights please see our Privacy Policy. In case of queries please get in touch by visiting any Epic store.