



## SEPA Direct Debit Mandate Terms and Conditions

1. By signing this Direct Debit Mandate Form (the 'Form'), the bank account holder/s ('you') grants Epic Communications Limited ('Epic') a Direct Debit Mandate (the 'Mandate'). You authorise Epic to send requests to your bank ('Bank') and authorise such Bank to effect a direct debit from your Bank account as detailed above ('Bank Account') and to credit Epic in accordance with the respective request.
2. Standard SEPA DDM regulations shall apply as from the 1st of February 2014. Your rights regarding the above mandate are explained in a statement that you can obtain from your Bank.
3. The amount to be debited and the date of such debit varies, but we shall notify you in advance of the amount and date of the debit on your bill. The Bank shall not be bound to verify whether such advance notice has been given.
4. You have the right to request a refund from your Bank according to the conditions specified in your banking agreement. All refund requests must be submitted to us within eight (8) weeks of the date on which your Bank Account was debited.
5. The Bank may terminate this Mandate at its sole discretion by advising you and Epic in writing.
6. Epic may terminate this Mandate at its sole discretion by advising you and the Bank in writing.
7. You may terminate this Mandate by informing the Bank and Epic in writing at least thirty (30) days prior to the intended termination date. To notify Epic, you need to complete a Direct Debit cancellation form available on Epic website <https://www.epic.com.mt/epic-direct-debit-mandate-cancellation-form-online/> and deliver it in any Epic retail store or send via email to [directdebit@epic.com.mt](mailto:directdebit@epic.com.mt). For the avoidance of any doubt, Mandate cancellation is not possible if you are subscribed to Epic Device Monthly Payment Scheme or if your Services terms and conditions specify direct debit as the only available method of payment.
8. You are solely responsible for providing correct and accurate information to Epic, including but not limited to IBAN number and should there be any change to said information, you shall inform Epic within three (3) working days of any change.
9. You 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 direct debit facility available.
10. You 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 Mandate.
11. You understand that your Bank Account shall at all times have sufficient funds to satisfy the requests made by Epic in accordance with these terms and conditions, the Mandate and the Form. If your Bank refuses the Direct Debit instructions due to insufficient funds, Epic may suspend the Services and impose a penalty charge for such reversal in accordance with the applicable terms and conditions.
12. This Form should be signed by the authorised Bank Account holder irrespective of any other instructions given to the Bank for the operation of the Bank Account. This Mandate is granted by you in relation to the Epic 'Billing Account Numbers' indicated above.
13. Epic hereby declares that the personal information that it is collecting in this Form shall only be used in relation to the purposes stated herein and in accordance with Epic's Privacy Policy. For more information on how Epic collects, uses and shares personal information including your data protection rights please see our Privacy Policy available at: [www.epic.com.mt/privacypolicy](http://www.epic.com.mt/privacypolicy) or in any Epic store. In case of queries, please get in touch by visiting any Epic store.