

You always have a choice

At ScottishPower, your energy is at the heart of what we do. We're really keen to have you as a customer and want you to feel completely happy with your decision to join us. If, for any reason, you're not completely convinced about your choice or want to discuss it further, we'd love to hear from you. Call us on **0800 400 200** and we can talk it through.

However, if you've changed your mind and want to cancel your contract, you must tell us within your cooling off period, which ends 14 days from the day after you signed up to join ScottishPower. You can cancel:

- Online at **scottishpower.co.uk/cancellations**
- By phone on **0800 400 200**. (Mon-Fri 9am-5pm)
- Filling in the form overleaf and returning it to us at the address provided.

What happens next?

If you've decided to cancel before your supply starts with ScottishPower then you don't need to do anything, you'll stay with your current supplier.

If you cancel within your cooling off period and your supply has already moved to ScottishPower you need to let us know and then take action. You can:

- stay with us and change your tariff to one that suits you better
- contact your previous supplier and ask them to take you back
- or switch to a new supplier.

You will be liable for any consumption during your time with us.

Cancellation Form

We hope you choose to stay with us, but if for any reason you would like to cancel, please fill in this form and return it to:

**ScottishPower
Sales Support
Section 14
Cancellations Team
320 St. Vincent Street
GLASGOW
G2 5AD**

I wish to cancel my

Gas Electricity Gas and Electricity

Contract Account Number

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Date of application

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Name

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Address

_____ Postcode _____

Phone number

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Email address

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Signed

Date

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