

SwiftKitchenTM

Direct Debit & Payment FAQ's



Direct Debit FAQ's

How do I cancel a Direct Debit?

You can cancel or amend your Direct Debit at any time by logging in to your SwiftKitchen Account and looking for the Direct Debit settings. Scroll to the bottom of the screen & you can cancel or amend the amount you'd like to pay. Cancellations can take 5 - 10 days to be processed by your bank.

How long do payments take to reach my SwiftKitchen Wallet?

Unlike Credit or Debit Card Payments, Direct Debits can take 3 - 5 working days to arrive in your SwiftKitchen Wallet from when it leaves your bank account. This will depend on your bank and how long they take to process the payments. You may also find your first payment takes a little longer as the bank will still be processing your setup instructions.

I would like a refund

You can request a refund at any point by emailing swiftkitchen@support-services.com. The SwiftKitchen support team will be able to issue a refund back to your account which will arrive within 3 - 5 working days.

How long do refunds take?

Refunds processed by the SwiftKitchen Support team will be returned to your funding bank account and will be back with you normally within 3 - 5 working days.

Will I need to pay a Direct Debit over the Summer?

Direct Debits are monthly payments and will continue to be taken over the summer. The money will continue to be added to your SwiftKitchen wallet and can be spent when the school returns. If you'd prefer that not to happen, we would suggest that you cancel the Direct Debit and then set it up again later. You can also request a refund if you forget to cancel by contacting the SwiftKitchen Support Team.

My child is leaving school. Will I get refunded automatically?

You won't be automatically refunded as we may not know at SwiftKitchen that your child is about to leave the school. You'll need to cancel your SwiftKitchen Direct Debit by logging in to the app or website.. It will take a couple of days for your bank to process the cancellation. If you do have funds that you'd like refunded - email swift.kitchen@support-services.com and the team will process the refund for you back to your bank account.

I have a question that isn't answered here.

Please email us at swiftkitchen@support-services.com or call us and we'll be happy to assist you with any queries regarding your SwiftKitchen Direct Debit payments.

SwiftKitchenTM

For support

For any support or if you have any questions please
email **SwiftKitchen@support-services.com** or call **0330 236 6859**.

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