



Methods of Payment

We have selected the following companies to manage the processing of payments for iRack Limited.

- Stripe (Online Payments)
- GoCardless (Direct Debit)
- WorldPay (Over the phone)

All three companies are trusted and utilised by thousands of businesses, big and small, in nearly all parts of the world. You are provided with a variety of options for payment for iRack Limited services such as: Visa and MasterCard. We also accept most major debit and credit cards.

Money Back Guarantee

You may, however, cancel a payment made on this website within seven days of making the order by sending an email quoting your client ID (*you will have received this in the email receipt from iRack Limited*) or by quoting the date of payment and the name of the person who made the payment.

All refunds will be credited to the payment card used to make the order.

We will investigate any reasonable claims for refunds and refund customers within twenty four hours.

We are committed to security of your information and will investigate reported unauthorised usage of an account immediately and refund customers within twenty four hours for any breach of security as a result of internal company security transgressions.

All refunds are subject to security controls and customers will need to give correct answers to security questions before refunds are made

You can contact the billing department by submitting a billing ticket over on the clients portal at: <https://clients.iracknet.com> or via email: billing@iracknet.com.