WPdirectdebit Terms and Conditions

Last updated: 26 August 2026

1. Introduction

1.1 This document, together with any documents referred to in it, sets out the terms and conditions (the "Conditions") on which we supply the Services to you. You may print a copy for future reference.

1.2 In these Conditions:

"Business Day" means a day other than a Saturday, Sunday or public holiday when banks in London are open for business.

"EULA" means the WPdirectdebit End User Licence Agreement, available on the Website, which governs your use of the software.

"Event Outside Our Control" has the meaning given in clause 13.

"Licence" means a licence to use the software and to receive the Services described in the EULA.

"Services" means the supply of a Licence and the services provided with it, as described on the Website and in the EULA.

"Website" means https://wpdirectdebit.com.

1.3 Before confirming your order, please read these Conditions, and in particular clause 10 (cancellation and refunds) and clause 12 (liability and indemnity).

1.4 By ordering any of the Services, you agree to be legally bound by these Conditions. You will be unable to proceed with your transaction if you do not accept them.

2. About us

2.1 We, Togethernet Ltd, own and operate the Website. We are a limited company registered in England and Wales under company number 07897299. WPdirectdebit is a product of Togethernet Ltd.

2.2 Our telephone number is 020 80 90 7471. Our email address is help@wpdirectdebit.com.

3. Eligibility to purchase

3.1 The Services are supplied for business use only. By ordering, you confirm that you are acquiring the Services in the course of a business, trade, craft or profession, or on behalf of a charity or other organisation, and not as a consumer.

3.2 To be eligible to purchase the Services and lawfully enter into a contract with us, you must be 18 years of age or over and have authority to bind the business or organisation on whose behalf you are ordering.

4. The Services and the Licence

4.1 The Services consist of the supply of a Licence, together with access to downloads, updates, support and the GoCardless connection service, each as described in the EULA.

4.2 The software itself is free software licensed under the GNU General Public License. Your use of the software, and what your Licence entitles you to, are governed by the EULA. These Conditions govern your purchase of the Services.

4.3 If there is any conflict between these Conditions and the EULA in relation to the Licence or your use of the software, the EULA prevails.

4.4 To use the Services you will need a WordPress website and hosting, any third-party plugins the software requires, and your own GoCardless merchant account. Obtaining and paying for these is your responsibility, as set out in the EULA.

5. Price

5.1 The prices of the Services are quoted on the order page. Prices and any other charges quoted are based on performance of the Services in the United Kingdom unless otherwise specified.

5.2 We are not currently registered for VAT, and no VAT is charged on the price. If we become registered for VAT, VAT will be added at the prevailing rate with effect from your next renewal, and we will tell you before that renewal.

5.3 On each renewal the price is our then-current price for your licence type. We will give you at least 30 days' notice by email before any increase takes effect, and you may cancel before the increase applies.

6. Payment

6.1 Payment is made by recurring payment, either by Direct Debit through GoCardless or by card through Stripe, as agreed when you purchase. By placing an order you consent to payment being taken by the method you have chosen.

6.2 You must pay the full price of the Services in advance of each licence term.

6.3 Your Licence renews automatically at the end of each term, provided the renewal payment is successfully collected. If a renewal payment fails or is not collected, your Licence will not renew and will expire at the end of the term you have paid for, as set out in the EULA.

6.4 We will contact you if a payment fails, and may attempt to collect it again before the end of the term.

7. Interest

7.1 Unless clause 7.2 applies, you must pay us interest on any amount you owe us and fail to pay on the due date, at the rate of 4% a year above the base lending rate of the Bank of England from time to time, accruing daily from the due date until the date of payment, whether before or after judgment.

7.2 We will not charge you interest for the period of any dispute in respect of an invoice that you dispute in good faith, provided you tell us within a reasonable time of receiving it that you dispute it and why.

8. Order process and formation of a contract

8.1 All orders are subject to acceptance. If we are unable to supply the Services in your order — for example because of an Event Outside Our Control, or because we have identified a mistake in the description of the Services or in the price — we will notify you, will not proceed with the order, and will refund any sums you have paid us.

8.2 Any order you place for the Services constitutes an offer to purchase them from us. If we contact you to acknowledge receipt of your order, that acknowledgement does not amount to acceptance of your offer.

8.3 A "Confirmation Notice" means an email we send you confirming that we will be providing the Services. A Confirmation Notice is our acceptance of your offer.

8.4 A contract between you and us for the supply of the Services (the "Contract"), incorporating the version of these Conditions in force at the time of your order, comes into existence when we send you the Confirmation Notice. You may print and keep a copy of the Confirmation Notice for future reference.

8.5 If you think there is a mistake in the Confirmation Notice, or you wish to make a change, please contact us. If you request a change, we will tell you whether it is possible and about any resulting changes to the price or to the Services, and will ask whether you wish to go ahead.

8.6 We may make changes to these Conditions as a result of changes in relevant laws or regulatory requirements, changes in how we accept payment, or changes in the amount payable by you to the extent of any change in VAT. We will give you written notice of any such change before we supply the Services, and you may cancel the Contract if the change would be significantly to your disadvantage.

8.7 Any other variation to these Conditions or to the Contract is binding only when agreed in writing by you and us.

9. Delivery and performance of the Services

9.1 On acceptance of your order we will email you a Licence Key and a download link. Delivery of the Services is by electronic means only; nothing is shipped to you.

9.2 We will supply the Services with reasonable care and skill, and for as long as your Licence remains current.

9.3 Installing and configuring the software on your website is your responsibility. If we ask you for information we need in order to provide the Services and you do not provide it, or provide information that is incomplete or inaccurate, we may suspend the Services on written notice, and we will not be liable for any resulting delay or non-performance.

9.4 If there is a problem with the Services, please tell us as soon as reasonably possible. If we need to perform the Services again in order to put the problem right, we will do so at our own cost and as soon as reasonably practicable.

10. Cancellation and refunds

10.1 Because you are purchasing as a business and not as a consumer, the statutory cancellation rights that apply to consumer contracts do not apply to this Contract.

10.2 You may cancel your order at any time before we send you a Confirmation Notice, and we will refund any sums you have paid.

10.3 After we have sent a Confirmation Notice, you may cancel your Licence at any time. Cancellation takes effect at the end of your current paid term: your Licence remains active until then, and no refund is due for the unexpired part of that term.

10.4 You may notify us of a decision to cancel by giving your name, your organisation, and a description of the Services or your order reference:

- by telephone on 020 80 90 7471;
- by email at help@wpdirectdebit.com.

10.5 If you pay by Direct Debit, you may also cancel the mandate with your bank or through GoCardless, and we will treat that as notice of cancellation.

10.6 Where a refund is due, we will make it using the same method of payment you used, unless you agree to a refund by another method.

11. Complaints

11.1 If you have a comment, concern or complaint about any Services you have purchased from us, please contact us by telephone on 020 80 90 7471 or by email at help@wpdirectdebit.com.

11.2 We will work with you in good faith to put things right, and we ask that you allow us 30 days to do so before taking any formal step.

12. Liability and indemnity

12.1 We have a duty to supply the Services with reasonable care and skill, and nothing in these Conditions excludes that duty.

12.2 We cannot exclude or limit our responsibility to you for death or personal injury resulting from our negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot lawfully be excluded or limited.

12.3 Because you are purchasing the Services for business purposes, we are not liable for loss of profit, loss of revenue, loss of business, loss of contracts, loss of business opportunity, loss of management time, loss of or corruption of business data, or losses arising from interruption of your business.

12.4 Our liability arising out of or in connection with the Contract and the Services is limited as set out in clause 5 of the EULA, which applies to these Conditions as though set out in them in full.

12.5 We are not responsible for any delay in performing the Services where we have asked you for information necessary to perform them and you have not provided it, or have provided information that is incomplete, inaccurate or late.

13. Events outside our control

13.1 We are not responsible for delays or failures in performing our obligations to you resulting from any act, event, omission, failure or accident outside our reasonable control (an "Event Outside Our Control"), including failures of the internet, hosting providers, GoCardless or other third-party services.

13.2 We will take reasonable steps to minimise any delay arising from an Event Outside Our Control, and will notify you promptly of any such event, giving details and, where possible, the likely duration of any delay.

13.3 Our performance is deemed suspended for the period that the Event Outside Our Control continues.

13.4 You may end the Contract after we have notified you of an Event Outside Our Control, and we will then refund any money you have paid us for Services we have been unable to provide.

14. Our rights of termination

14.1 We may terminate the Contract by writing to you if you fail to make any payment when due and still do not pay within 14 days of us reminding you that payment is due.

14.2 We may also suspend or terminate your Licence and the Services in the circumstances set out in clause 8 of the EULA.

15. Use of personal data

15.1 We process personal information in accordance with our privacy notice, which can be found at https://wpdirectdebit.com/privacy.

15.2 In relation to the personal data we hold about you and your personnel in connection with your purchase and your Licence, we act as a controller. Clause 9 of the EULA sets out how personal data is handled between us, including in relation to your own customers' data.

16. Third party rights

16.1 A person who is not a party to the Contract has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its terms.

17. Disputes

17.1 If a dispute arises concerning these Conditions or the Contract, we will each try in good faith to resolve it between us, following the process in clause 11, before either of us takes any formal step.

17.2 If we cannot resolve matters between us, clauses 18 and 19 apply.

18. Other important terms

18.1 We reserve the right to change the domain address of the Website, and the services, prices, specifications and availability offered on it, at any time.

18.2 We may assign or transfer the Contract to a successor in title to our business or to an affiliate on notice to you. You may not assign or transfer the Contract without our prior written consent, which will not be unreasonably withheld.

18.3 If any provision of these Conditions is held by any competent authority to be invalid or unenforceable in whole or in part, the validity of the remaining provisions, and of the remainder of the provision in question, is not affected.

18.4 All Contracts are concluded in English only.

18.5 If we fail at any time to insist on strict performance of any of your obligations, or fail to exercise any of our rights or remedies, that does not amount to a waiver of them and does not relieve you from compliance with your obligations. A waiver by us of any default does not amount to a waiver of any later default.

19. Governing law

19.1 These Conditions and the Contract are governed by, and construed in accordance with, the laws of England and Wales.

20. Governing jurisdiction

20.1 The courts of England and Wales have exclusive jurisdiction over any dispute arising out of or in connection with these Conditions or the Contract.