

## The complaint

Mr A complains that Home Retail Group Card Services Limited trading as Argos Card charged him interest after his Buy Now Pay Later (BNPL) plan ended.

## What happened

Mr A made a purchase for £799 on 7 May 2024 which was applied to his account under the terms of a BNPL plan.

The BNPL plan was due for payment by 25 May 2025.

When the BNPL plan ended, a balance of £644 remained. Deferred interest of £206.91 was applied.

Mr A complained to Home Retail Group. He said it hadn't been made clear to him when he made the purchase that interest would be charged.

Home Retail Group didn't uphold the complaint. In its final response it said the deferred interest had been correctly applied in line with the terms and conditions of the account.

Mr A remained unhappy and brought his complaint to this service.

Our investigator didn't uphold the complaint. They said the terms and conditions of the agreement stated that deferred interest would be charged if the balance of the BNPL plan wasn't paid in full before the BNPL ended.

Mr A didn't agree so I've been asked to review the complaint.

## What I've decided – and why

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

I know it will disappoint Mr A but I agree with the investigator's opinion. I'll explain why.

I've reviewed the terms and conditions of the agreement. These state that *"If you do not repay the balance of your BNPL plan in full before the BNPL period ends, you'll pay deferred interest for the whole of the BNPL period"*.

Mr A agreed to these terms and conditions by signing the credit agreement and confirming that he'd read and understood it.

I've also reviewed Mr A's monthly statements. These show the end date of the BNPL plan and state that if the BNPL balance isn't cleared by this date deferred interest will be applied.

Mr A has said that the staff at the store didn't make him aware of the BNPL end date when he purchased the item. Home Retail Group has said that where a customer has an existing account (as was the case with Mr A), it isn't required to explain how interest is charged

under a BNPL plan each time a purchase is made.

Taking everything into account, I don't think Home Retail Group has made an error or treated Mr A unfairly. At the time when Mr A made his purchase for £799, Mr A had already signed an agreement which include terms and conditions applicable to BNPL plans. Further, I'm satisfied that the end date of the BNPL plan was clearly set out on Mr A's monthly statements.

I'm therefore unable to say that the deferred interest has been incorrectly applied. I won't be asking Home Retail Group to do anything further.

### **My final decision**

My final decision is that I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 23 October 2025.

Emma Davy  
**Ombudsman**