

EZYPAY

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# Refund Policy



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## Definitions

**Goodwill Refund** refers to a refund made at Ezypay's discretion and as a direct result of actions beyond control of Ezypay. This includes a request for a refund as a result of a customer or principal error.

**Ezypay Refund** refers to a refund made by Ezypay as a result of an Ezypay error.

- 1 This refund policy should be read as a policy statement in conjunction with Ezypay's terms and conditions and does not replace any part of the terms and conditions.
- 2 Ezypay will not return money to a bank account or credit card that is different to the account originally debited unless the account is closed.
- 3 Ezypay reserves the right to deny any refund request due to insufficient evidence.
- 4 A refund request must be submitted to Ezypay within 90 working days of the original transaction. Refund requests submitted after this time period will be direct to the Principal.
- 5 Ezypay will only be responsible for errors made by Ezypay and take no responsibility for errors made by the Principal or the Customer.
- 6 A copy of a bank statement may be required by Ezypay to assess a refund request for bank fees.
- 7 In order to process a refund for a payment as a goodwill refund, Ezypay requires the Principal to have sufficient undistributed funds available to cover this refund.
- 8 Ezypay reserves the right to charge a fee for processing a goodwill refund.
- 9 A goodwill refund will not be required for the following:
  - a) Load fees
  - b) Failed payment fees
  - c) Commission
  - d) Bank fees
- 10 Ezypay will not provide a refund for any amount of interest in any circumstances.
- 11 Ezypay will attempt to assess and resolve every refund request in a fair and timely manner within five working days of receiving this request.

- 12 A refund request can be submitted by email, phone, fax or mail.
- 13 In the case of a dispute over a refund decision, any disputes should be made in writing and sent for the attention of the Customer Service Team Leader. The disputes will be dealt with on a case by case basis and will be given due consideration.

For more information please contact our **Customer Service Team**.

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