

updated version of the Policy on our website. The amended Policy will apply between us whether or not we have given you specific notice of any change. We encourage you to review this Policy periodically because it may change from time to time.

## **REQUESTING A REFUND**

- 1.1. You can request a refund if:
  - 1.1.1. you have overpaid your account, or
  - 1.1.2. you have been overcharged for products/services,
  - 1.1.3. you have paid a security deposit bond which is due to be refunded,
  - 1.1.4. you have cancelled your account and have received an invoice which states that your account is in credit.
  - 1.1.5. your account has been debited in error or you did not authorise payment from your credit card or bank account.
- 1.2. You must notify us of any refund request as soon as possible but in any event no later than 30 days after the date on which the reason for the refund request arose.
- 1.3. Refunds will be paid to your nominated bank account.