

Your Details:

eCollect Ref:

Name:

Surname:

Address:

Suburb:

State:

P/Code:

Phone:

Mobile:

Payment Details:

Date Of Payment: / /

Amount: \$

Reason For Refund*:

Refund Options:

Cheque will be sent to the address above:

EFT: Account Name:

BSB:

Account#:

Credit Card/PayPal (Only available to debtors who paid by Credit Card/PayPal)

Refund Policy

Should any person believe that they are entitled to a refund of monies paid to eCollect for any reason, the following policy will apply.

- Refunds will be made to the person making the payment;
- Refunds may be held until proof of payment has been received. This is only if proof was requested by eCollect;
- Any refund made will incur an administrative charge of the **lower** of 10% of Amount of Refund requested or \$22.00 inclusive of GST unless the receipt is due to an error by eCollect and/or its client in which case no charge will be applied;
- Once a refund is made, eCollect and its client will be released from any further claims in relation to overpayments by the recipient of the refund.

For further information, please contact our Administration Manager 03 8611 2600.

I apply for a refund of monies paid to eCollect.

I understand that an administrative charge of the **lower** of 10% of the amount refund requested or \$22.00 inclusive of GST will be applied by eCollect unless the receipt is due to an error by eCollect in which case no charge will be applied.

I confirm that on receipt of the amount of refund requested less the administrative charge, I release eCollect and its client from all claims or complaints in relation to the matter for which the refund is made.

****Please make sure you tick all boxes otherwise your refund will NOT be processed****

Name:

Date:

/ /

Signature:

Please email this form to: accounts@ecollect.com.au

Alternatively please fax this form to: 03 8611 2699 or post to: Lvl 9 / 461 Bourke St Melbourne 3000 VIC

Please allow up to 10 business days for your transaction to process.