

Your Details:

First Names Last Name
 Street Address Suburb
 State/Post P.C Country
 Phone Number Email Address

Payment Details:

Account No Debt Reference No:
 Amount of Payment \$ Payment Date / /
 Type of Payment Refund Amount Requested \$
 Briefly Describe the Reason for a refund

Refund options:

Cheque will be sent to the above address
 EFT Acct Name BSB:
 Credit Card Acct No:
(Only available to debtors who paid by Credit Card)

Refund Policy

If you would like to apply for a refund under the 30 day money back guarantee complete the Printable Refund Claim Form or you may wish to complete it online. There will be no administrative charges for membership refunds if not completely satisfied.

Applications for refunds will only be considered for 30 calendar Days after the date of membership by Express Collections;

Any Over Payments for collections received will be Refunded, however there is a charge of \$20.00 + GST for administration. Unless the receipt is due to an error by Express Collections in which case no charge will be applied. Over payment refunds must be lodged within 3 months from the payment receipt date.

Once a refund is made, Express Collections, its agents and clients will be released from any further claims in relation to over payments by the recipient of the refund.

For further information, please contact our Administration on **03 62732423**

- I would like to apply for a refund under the 30 day money back guarantee
- I would like to apply for a refund of monies over paid to Express Collections, for collections I understand that there is an administrative charge of \$20.00 + GST by Express Collections unless the receipt is due to an error by Express Collections, in which case no charge will be applied.
- I confirm that on receipt of the amount of refund requested for over payment less the administrative charge, Express Collections, its Agents and clients will be released from all claims or complaints in relation to the matter for which the refund is made

Name: Signature Date:

Please Complete this form and fax back to Head Office on 03 6273-2423