

nhulunbuy corporation



REFUND POLICY

POLICY – FM12

Title	Refund Policy
Policy number	FM12
Type	Corporate Services
Owner	Chief Executive Officer
Responsible Officer	Manager Corporate Services
Approval date	September 2024
Review date	September 2027

1. Purpose

This policy establishes the framework and criteria for providing customers with a refund for a payment made to Nhulunbuy Corporation Limited (NC).

2. Scope

This policy applies to all refunds, chargebacks, reimbursements or any other payment required to be made to a customer of the NC in the event that:

- The product or service brought fails to meet the consumer guarantee under Australian Consumer Law.
- A customer makes duplicate payments or overpayments.
- A customer is eligible for a refund of a bond or trust account.
- A customer is eligible for a rates refund.

3. Definitions

CEO means the Chief Executive officer of the NC.

Customer Account is the account of a customer of NC.

Chargeback means repaying an amount to a customer back onto the credit card that was used to purchase the good or service.

MCS means the Manager Corporate Services of the NC.

NC means the Nhulunbuy Corporation Limited and its employees.

Proof of Purchase is a copy of a valid tax invoice, bank statement or receipt showing that payment has been made.

Refund is the amount of money that is repaid to a customer for goods or a service that fails meet a consumer guarantee.

Reimbursement is the amount of money that is repaid to a customer for a good or service that has been spent.

4. Eligibility for Refund - Product or Service Brought Fails to Meet the Consumer Guarantee

Customers that wish to invoke their right to a refund should provide all relevant details in a written request to NC. Application must include proof of purchase.

Applications will be assessed by the MCS and where a product is found to have a major problem, customers can choose between a refund or replacement. Where a service is found to have a problem (major or minor), a refund will be offered.

Customers will not be entitled to a refund if they:

- Changed their mind.
- Found a cheaper product or service.
- Decided they didn't like the purchase or had no use for it.
- Caused a problem with the product by misusing it.
- The problem with the service was caused by the actions of someone other than NC.

Refunds will only be made to the person who made the payment or to whom the customer account's name is in.

5. Eligibility for Refund – Duplicate Payments or Overpayments

Duplicate payments or overpayments made in error relating to a NC service will be refunded within 30 days of the written refund application. Application must include proof of purchase and will be assessed by the MCS.

Refunds will only be made to the person who made the payment or to whom the customer account's name is in.

6. Eligibility for Refund – Bond or Trust Refunds

Customers who have settled accounts that have a Bond or Trust associated must write to the NC requesting a refund. Correspondence must include proof of Bond or Trust establishment. In some cases, approval to deduct the final bill from the Bond or Trust can be approved by the MCS.

Once approved, Bonds or Trusts will be refunded within 30 days. Refunds will only be made to the person who made the payment or to whom the customer account's name is in.

7. Eligibility for Refund – Rates Refund

Rate refunds associated with property transfers are settled by conveyancing agents and sometimes result in surplus payments.

Rate overpayments resulting from settlement will be investigated by the MCS by assessing conveyancing agent correspondence and any required refund will be processed in accordance with Clause 5 of this Policy.

8. Method of Refund

Where a payment has been made via a credit card/debit card, the refund will be charged back against that card where practicable.

In all other cases, the refund method is via EFT. No cash refunds are permitted.

9. Roles & Responsibilities

Refund applications will be assessed and approved by the MCS or in the event that the MCS is unavailable, by the CEO.

10. Review Process

This policy will be reviewed three years after its adoption.

Date 23 October 2024	Director (Name) Andres Hoffman	Signature <i>Andres Hoffman</i>
Chief Executive Officer (Name) Shane Whitten		Signature <i>Shane Whitten</i>