

# Refunds Policy

(Policy Number – KL-FINPOL004)  
(Policy Type – Council)

## 1 Aim

Under Australian Consumer Law, if a product or service that is brought fails to meet a consumer guarantee, a customer has the right to ask for a repair, replacement, or refund.

The purpose of this policy is to provide guidance to Council officers and to set out clear conditions for when customers request a refund for a payment made to the Latrobe or Kentish Council

This policy applies to all refunds, chargebacks, reimbursements, or any other payment required to be made to a customer to Latrobe or Kentish Council this includes the Camp Banksia facility.

## 2 Definitions

For the purposes of this policy, the following definitions apply:

- Debtor account is the account of a customer who owes Council money.
- Refund is the amount of money that is repaid to a customer for a service that fails meet a consumer guarantee.
- Reimbursement is the amount of money that is repaid to a customer for a service that has been spent on behalf of the Latrobe or Kentish Council
- Chargeback Repaying an amount to a customer back onto the credit card that was used to purchase the service.
- Proof of Purchase is a copy of a valid tax invoice receipt showing that payment has been made.

## 3 Policy

1. Individual provisions or legislative requirements will apply to the issuing of refunds by different business operations of Council. This could include things such as required notification periods for cancellations.

2. If a customer believes they are entitled to a refund, they should send all relevant details in a written request to the Latrobe or Kentish Council. These can be done electronic via email [council@latrobe.tas.gov.au](mailto:council@latrobe.tas.gov.au) or [council@kentish.tas.gov.au](mailto:council@kentish.tas.gov.au)
3. Duplicate payments or overpayments made in error relating to a Council service or infringement will be refunded within 30 days of the refund application.
4. Proof of purchase must be provided for all refunds.
5. Council will not issue refunds via cheque or cash. Bank details must be confirmed in written form (preferably electronically via email) for the payment to be made via electronic funds transfer.
6. Where a payment has been made via a credit card/debit card, the refund will be charged back against that card where practicable.
7. Council is not required to give refunds where a customer has had a change of mind or made a wrong decision.
8. Refunds may be issued where the services have been wrongly described, miscalculated, cancelled or incorrect information provided. Proof of purchase must be supplied.
9. Where applicable, customers can choose between a refund, exchange, or credit within the same service category.
10. Refunds will only be made to the person who made the payment or to whom the customer account's name is in. In addition, a request for refund can be made by an authorised representative.

## 4 References

[Consumer Building and Occupational Services \(cbos.tas.gov.au\)](http://cbos.tas.gov.au)