

afford

Refund Policy

Refunds may be made in the following circumstances only:

1. Amount Paid to Afford in Error

If any amount is paid to Afford in error, the payer must notify Afford of the error in writing as soon as it is identified. A refund request must be submitted to accounts.receivable@afford.com.au together with the correct and current banking details to which the refund is to be issued.

Afford reserves the right to review any refund request and to determine whether any amounts are owed by the requesting party. Where monies are outstanding, Afford may require payment of those amounts prior to processing any refund.

Refund requests may be made at any time after an error has been identified.

2. Errors Made by Afford

Where an error is made by Afford, Afford will notify the affected parties in writing, outlining the nature of the error. The affected parties will be requested to provide their correct and current banking details, and a refund will be issued promptly upon receipt of those details.

3. Refund Processing

All refunds will be processed via electronic funds transfer to the nominated bank account. Afford will not be responsible for delays caused by incorrect or incomplete banking details provided by the requesting party.

Requests for refunds will be acknowledged through email within 72 hours of receipt and Afford will endeavour to process and transact within 14 working days of the acknowledged date.

