


DIVISION	Parting Company	
POLICY	Refund Policy	
FIRST ISSUED	8 November 2007	
REVIEWED	8 November 2008	
APPROVED BY	National Manager	
PAGE	Page 1 of 2	

Refund Policy

1. Purpose

The purpose of this policy is to assist clients with the information needed in case a refund is required.

2. Scope

This policy applies to all clients who have signed a financial agreement with Parting Company and must be read prior to completing the Agreement form.

3. Policy

Refunds will not be granted automatically. Clients are expected to be aware of their commitment before they enter into an agreement with Parting Company.

Refunds will be made where:

- Services have not been completed by Parting Company (i.e. Reports, consultation, etc)

Our services are non-refundable where:

- Services have been completed by Parting Company
- Survey credits remain in the clients name
- Set-up and maintenance fees have been paid and administered from our end
- A consultation is cancelled 48 hours before the meeting
- Please note: All services refunded will attract a 15% administration fee.

A Refund Request form will need to be submitted to the National Manager Parting Company, should a refund be required for a reason other than those specified above. The Refund Request form can be obtained from the National Manager Parting Company. The calculation for the refund payment will be determined by the services not completed.

The client will be notified in writing of the final decision.

3. Related Documents

- Refund Request Form

5. Division Responsibility for Implementation

The National Manager is ultimately responsible for the implementation of this policy.

6. Continuous Renewal Clause

This policy shall be assessed in 1 year from its effective date to determine its effectiveness and appropriateness. This policy may be assessed before that time to reflect substantive change or restructure.