

Refund Policy

EZYPAY®

Definitions

- “Goodwill refund”** refers to a refund made at Ezy pay’s discretion and as a direct result of actions beyond the control of Ezy pay. This includes a request for a refund as a result of a customer or principal error.
- “Ezy pay refund”** refers to a refund made by Ezy pay as a result of an Ezy pay error.

1. This refund policy should be read as a policy statement in conjunction with Ezy pay’s terms and conditions and does not replace any part of the terms and conditions.
2. Ezy pay will not return money to a bank account or credit card that is different to the account originally debited unless the account is closed.
3. Ezy pay reserves the right to deny any refund request due to insufficient evidence.
4. A refund request must be submitted to Ezy pay within 90 working days of the original transaction. Refund requests submitted after this time period will be direct to the Principal.
5. Ezy pay will only be responsible for errors made by Ezy pay and take no responsibility for errors made by the Principal or the Customer.
6. A copy of a bank statement may be required by Ezy pay to assess a refund request for bank fees.
7. In order to process a refund for a payment as a goodwill refund, Ezy pay requires the Principal to have sufficient undistributed funds available to cover this refund.
8. Ezy pay reserves the right to charge a fee for processing a goodwill refund.
9. A goodwill refund will not be required for the following:
 - a. Load fees
 - b. Failed payment fees
 - c. Commission
 - d. Bank fees
10. Ezy pay will not provide a refund for any amount of interest in any circumstances.
11. Ezy pay will attempt to assess and resolve every refund request in a fair and timely manner within five working days of receiving this request.
12. A refund request can be submitted by email, phone, fax or mail.
13. In the case of a dispute over a refund decision, any disputes should be made in writing and sent for the attention of the Customer Service Team Leader. The disputes will be dealt with on a case by case basis and will be given due consideration.

For more information please contact our customer service team.

For Australia

Phone : 1300 300 553
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For New Zealand

Phone : 0800 399 420
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For Singapore

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