



Mildura Rural City Council

Refunds Policy

Policy – CP034

Prepared	Reviewed	Approved	Date	Council Minute No.
Manager Financial Services	ELT	Council	26 June 2019	2019/0124
EDMS: 18/02/05			To be reviewed: June 2022	
Document Owner: Manager Financial Services			Review Frequency: Three Years	

1. The purpose of this policy is

To provide refund guidelines and conditions for Mildura Rural City Council staff and its customers when a customer requests a refund for a payment made to the Mildura Rural City Council.

2. Policy Statement

This policy applies to all refunds, chargebacks, reimbursements or any other payment required to be made to a customer of the Mildura Rural City Council and its associated business units.

This will ensure a consistent and equitable approach to customer requests for a refund of payments made to Mildura Rural City Council.

3. Principles

- Individual provisions or legislative requirements will apply to the issuing of refunds by different service departments of Mildura Rural City Council. This could include things such as required notification periods for cancellations.
- If a customer believes they are entitled to a refund, they should send all relevant details in a written request to Mildura Rural City Council. These can be electronic via email mrcc@mildura.vic.gov.au.
- Duplicate payments or overpayments made in error relating to a Council service or infringement will be refunded within 30 days of the refund application.
- Proof of purchase must be provided for all merchandise exchanges or refunds.
- Mildura Rural City Council will not issue refunds via cheque or cash. Bank details and a new creditor form must be filled in for the payment to be made via electronic funds transfer.

- Where a payment has been made via a credit card/debit card, the refund must be charged back against that card where practicable.
- Mildura Rural City Council is not required to give refunds where a customer has had a change of mind or made a wrong decision.
- Refunds may be issued where the services have been wrongly described, miscalculated, cancelled or incorrect information provided. Proof of purchase must be supplied.
- Refunds will be issued where goods are faulty, wrongly described, different from a sample shown to the customer or don't do what they are supposed to. A receipt must be retained for proof of purchase.
- Where applicable, customers can choose between a refund, exchange or credit within same service category.
- 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. If the customer is a minor, a parent/guardian can request a refund on the minor's behalf. Proof may be required to verify this.
- An administration fee of a maximum of \$20 can be imposed against debtor accounts with a credit balance and where services have ceased for a minimum of three months and no contact has been by the customer in response to statements issued showing this credit balance.

4. Implementation

- Manager Financial Services
- It is the branch manager's responsibility to ensure that their branch is treating refunds and reimbursement of their services' areas appropriately according to Council policy and procedures.

5. Definitions

Debtor account	The account of a customer who owes Council money.
Refund	Repayment of an amount to a customer for a goods or service.
Reimbursement	Repayment of money to staff or a customer for money that has been spent.
Chargeback	Repaying an amount to a customer back onto the credit card that was used to purchase the good or service.
Proof of Purchase	Proof of purchase would be considered a valid tax invoice.

6. Legislation and other references

6.1 Legislation

For further information related to this policy, see:

- Consumer Affairs Victoria
- Section 36 of the *Fire Services Property Levy Act 2012*.

6.2 Documents

- Bpay Billers Operation Manual
- Mildura Visitor Information Centre Goods Refund Policy

6.3 Risk Assessment Reference

Please tick the corporate governance risk(s) that this policy is addressing.

Risk Category	✓	Risk Category	✓
Asset Management		Financial Sustainability	✓
Committees		Human Resource Management	
Compliance – Legal & Regulatory	✓	Leadership & Organisational Culture	
Contract Management		Occupational Health & Safety	
Contract Tendering & Procurement		Organisational Risk Management	
Corporate Governance		Project Management	
Environmental Sustainability		Public Image and Reputation	