



Register Now is Australia's leading online registration and secure payment company.

## Register Now Refund Policy

### Audience: (Register Now Clients)

Register Now provides online payment services to a variety of organisations.

While Register Now provides these online payments services, payments made to organisations through the Register Now website are the responsibility of the organisation which received the original payment.

If a refund is required for any reason, the organisation which received the original payment must provide Register Now with a "Refund Authorisation". Refund Processing fees will apply to each refund transaction authorised via a "Refund Authorisation".

Refund Processing fees are charged at double the standard Register Now transaction processing fees (as per your Master Services Agreement—Schedule 1 Fees).

Operator error transactions (where a user has made a payment to the same organisation multiple times) are not the responsibility of Register Now, and Refund Processing fees still apply.

Once Register Now receives a "Refund Authorisation" from the organisation to which the original payment was made, a refund will be processed within 7 business days.

***For more information about Register Now's policies, contact Register Now today.***

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