

# Refund Policy

Policy Number: 4.04



## Title: Refund Policy

NSW Stoma Limited recognises the importance of appropriate control of monies paid by members. Refund options are offered in relation to payments received from members in the following situations:

- reversal of a stoma and products are no longer required
- the death of a Member or
- a Member transferring to another State / Territory.

### Access and Membership Fees

No refund will be made for Access and Membership Fees paid for a Financial Year (1 July to 30 June) if any products have been ordered / received for that year.

If no products have been ordered / received in a financial year and Access and Membership fees have been paid, a full refund will be offered

- as a cheque made payable to the: "Estate of Member's Name" in the case of the death of a Member
- Via electronic transfer to a members bank account in the case of stoma reversal
- or if a member has paid by credit card we will refund the same card in the case of stoma reversal

### Unused Postage Credit

Once the Member's account is reconciled, if the Member has any unused Postage monies, a full refund will be offered

- as a cheque made payable to the: "Estate of Member's Name" in the case of the death of a Member
- Via electronic transfer to a members bank account in the case of stoma reversal or a Member transferring to another State / Territory.
- if a member has paid by credit card we will refund the same card in the case of stoma reversal or a Member transferring to another State / Territory.

Alternatively, with the Member's / Next of Kin's approval, any Access Fee, Membership Fee or Postage Credit paid in advance can be converted to a Donation to NSW Stoma Ltd. An official receipt will be issued for Taxation purposes as above.

We reserve our right to amend this refund policy from time to time. Any amendments will be effective from the date it is made available on our website.