

**VIRTUAL ACCESS
REFUND REQUEST FORM**



This form may be used to request a refund of a credit from a Virtual Access account. On completion, please return it to us by fax or mail as shown above.

Please note that some Virtual Access services are offered on a non-refundable basis, and some account credits (e.g. those resulting from a service plan change) are offered on a non-refundable basis. All refunds are provided at the discretion of Virtual Access.

1. Your Virtual Access username or account reference number: _____

(This information appears on each of your Virtual Access invoices)

2. Reason for refund:

- Overpaid account Cancelled service
 Other – Please specify: _____

3. Amount requested:

- Maximum available Other – Please specify: \$_____
- (Admin fee will be deducted from this amount if paid by cheque)

4. Refund method:

- EFT – Preferred method for prompt refunds. Please provide the following bank account details for your refund. Pay to:
- BSB: _____ Account Number: _____
- Account Holder: _____
- Credit Card
(Only available if we have recently processed a payment against your card)

5. Authorisation:

I, _____, the holder of the above mentioned Virtual Access account, hereby request the refund as described above to be processed. I understand that such refund is at the discretion of Virtual Access.

Signature: _____ Date: ____ / ____ / ____