

**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. A processing fee of \$10 applies to and is deducted from each approved refund.

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)

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, and then the maximum payment is limited to the amount previously paid)
- Cheque – Mailed to:  
Attention: \_\_\_\_\_  
Address: \_\_\_\_\_  
Suburb/Town: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

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, and a \$10 processing fee applies if my request is granted.

Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_