



Refund and Overcharging Policy

Version 1

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POWOWPOWER.COM.AU

THE PEOPLE'S POWER

Refund and Overcharging Policy

1. This Refund and Overcharging Policy is to be read in conjunction with any existing contractual or regulatory payment plan between you and Powow Power Pty Ltd (Powow Power).
2. When we become aware that you have been overcharged, we will advise you within 10 business days of becoming aware of the overcharging.
3. If you become aware that you have been overcharged you must notify us in writing or via telephone.
4. All overcharging claims and refund requests will be assessed and processed within 10 business days of claim receipt or when all necessary information has been provided to Powow Power.
5. All refund requests will be subject to a manual review. If after Powow Power's review it is found that the charge is valid, the overcharging claim will be closed and no refund will be provided.
6. If overcharging has been confirmed and a request is accepted, Powow Power will process your refund within 5 business days. Transfer time (when you'll receive your refund) is usually 3 to 5 business days from the date Powow Power processes the refund, but this will depend on your bank or financial institution.
7. Unless you tell us otherwise, refunds will be process back to the account from which payment was made. We are not able to provide refund in cash.
8. Where we have overcharged you an amount less than \$50 (or such other amount as determined by the Relevant Laws) and you have already paid your account, we will credit your next account for the amount of the overcharging.
9. Where we have overcharged you more than \$50 (or such other amount as determined by the Relevant Law), we will repay you the amount as directed by you. If you do not give us a direction, we will credit your account for the amount of the overcharging.



10. If you no longer have an account with us, we will use our best endeavours to refund the amount to you within 10 business days. We will not pay interest on any overcharged amount unless specifically required to under Relevant Laws.
11. We are only required to repay the amount overcharged in the 12 months before the error was discovered, where you were overcharged as a result of your unlawful act or omission.

Contact Details

Company Name: Powow Power Ptyt Ltd

Telephone: 1800 865 054

Email: info@powowpower.com.au

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