REFUND REQUEST FORM

eziPass

Please note: No refund can be processed on vouchers that have been already activated or used. If your customer has already activated or used the voucher, please have them call the support number listed on the voucher itself.

SIMPLY FILL IN ALL 4 SECTIONS AND EMAIL/FAX BACK TO TOWER SYSTEMS SUPPORT.

1. MERCHANT DETAILS

BUSINESS NAME:	
PHONE NUMBER:	

2. PRODUCT DETAILS

PRODUCT NAME:	
PRODUCT DENOMINATION:	

3. TRANSACTION DETAILS

TRANSACTION DATE:	
TRANSACTION TIME:	
TRANSACTION ID*:	

*Please note: If the voucher had not printed correctly, a transaction ID is not required.

4. REASON FOR REFUND

☐ INVALID VOUCHER PIN   ☐ CUSTOMER CHANGED MIND   ☐ PRINT ERROR

☐ OTHER (Please Describe) _____

REFUND PROCESS

Once you have submitted this form, the details you have provided are forwarded to the relevant product supplier. The supplier then checks to ensure that the product supplied has not been used or the PIN is faulty. Once the supplier has approve your refund request, your account will be refunded. This process can take up to 2 weeks. Refunds on faulty PINs are credited to your account immediately. In the event that the voucher had actually been activated/used, you will be contacted by phone immediately. There are no refund guarantees on vouchers that have already been purchased.

ACCOUNT STATEMENTS

Check your weekly account to ensure your refund has been processed. Weekly accounts are sent to you each Monday, via fax or email (dependent on which method you had nominated). If you have yet to receive a weekly account statement, please contact Tower System support on 03 9524 8000.

EMAIL THIS FORM TO
support@towersystems.com.au
OR FAX TO (03) 9524 8095

TOWER SYSTEMS ≡ software for retailers

touch