

## **Refund Statement**

Any transactions that have been paid in error, such as a customer placing their account into credit due to an incorrect payment, will be refunded upon written request at no charge.

Refunds will be processed by cheque within 5 working days of receipt of required documentation.

Council may process an urgent refund request within a shorter period under certain circumstances such as financial hardship.

Please contact Council's Rate Section during business hours on (02) 6648 4444 to enquire about a payment refund.