

PURPOSE

The purpose of this policy is to clarify the RANZCP's policy for refunds on goods or services purchased from the RANZCP.

REFUND POLICY

Under certain circumstances, The Royal Australian and New Zealand College of Psychiatrists ('RANZCP') may offer a return of money that was previously paid to the RANZCP.

Applications for refund must be made in writing to the RANZCP, setting out the circumstances. All applications will be considered by the RANZCP on a case-by-case basis. Refund of fees will not incur an administrative expense unless expressly stated otherwise.

Where an error has been made by the RANZCP or a banking facility which results in an overpayment being made, the RANZCP may, in consultation with the customer, refund by either a credit of the overpayment to the membership, or alternatively refund the full amount of the overpayment.

CONTACT DETAILS

All enquiries and disputes are to be forwarded to ranzcp@ranzcp.org