

# S2RV GLOBAL SOLUTIONS

## REFUND POLICY

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### 1. Definition

This Refund Policy outlines when payments may be refunded.

### 2. ACL Compliance

This policy operates in accordance with the Australian Consumer Law.

Nothing in this policy excludes or limits consumer rights.

### 3. Service-Based Refund Principles

Payments are for time, expertise, and effort provided. However, if services fail to meet consumer guarantees, remedies will be provided.

### 4. Eligible Refunds

Refunds may be provided where:

- Service was not delivered
- Cancellation made 24 hours prior
- Service failed to meet ACL standards (due care, skill, or fitness for purpose)

### 5. Non-Refundable Situations

Refunds are not provided where:

- Service was delivered correctly
- Issue relates to third-party systems
- Client failed to provide access or required information

## 6. Remedies Under ACL

Where a failure occurs:

- We may re-perform the service, or
- Provide a partial or full refund

## 7. Partial Refunds

Applicable where work is partially completed & both parties agree.

## 8. Processing Time

Refunds processed within 5–10 business days.

## 9. Chargebacks

Chargebacks without prior contact may result in suspension.

## 10. Contact

Email: [info@S2RVGlobalsolutions.com](mailto:info@S2RVGlobalsolutions.com)