

REFUND POLICY

Refunds

RMS has established the following principles in relation to refunds:

- Full details of refund conditions will be provided to potential students before enrolment and fee collection.
- All refunds will be made according to refund guidelines.
- All cancellations that involve a request for a refund must be made in writing.
- In the unlikely event of course cancellation by RMS, a full fee refund including the deposit will be made to clients.
- Any other refunds are made entirely at the discretion of RMS's management after taking into account the reason for the request.

Refund Guidelines

The following guidelines shall apply to all courses run by RMS which attract a training fee:

- All fees must be paid in full (unless other arrangements have been made) at time of booking.
- Refunds will only be given where the application is made in writing, original receipt is attached and the appropriate RMS forms are submitted.
- A full refund will apply:
 - where notification is given two weeks (10 working days) prior to the training commencing (Please note a \$20.00 administration fee will apply for processing)
- A 50% refund will apply:
 - Where notification is less than two weeks (10 working days) and more than one week (5 working days) prior to the commencement of the course
- No refund will apply:
 - Where notification is less than 5 working days (for general courses) or less than 2 working days (Heavy Vehicle Driving Lessons) prior to the commencement of the training
- Please be advised that an administration processing fee will apply to all refunds

Rescheduling of courses

Where a request to reschedule a course is made, transfer of credit will only apply when the request is made 5 working days (general courses) or 2 working days (heavy vehicle driving lessons) prior to the original scheduled course date. Where notification is less than this time a request to transfer credit may only be authorised under special circumstances and only at the discretion of management.

Deferment of Course and Fee Credit

Deferrals part way through a course will be granted under special circumstances at the discretion of management. Clients must apply in writing.

Instructions for applicants wishing to obtain a refund

Refunds will only be processed when the following procedures are followed:

- Request for refunds will not be accepted by phone and must be made in writing.
- You must cancel the course you are wishing to get a refund for either in person or by phone and receive a cancellation reference number which you must identify on your application for refund.
- All refunds will be processed in accordance with our refund Policy which can be viewed on our website or found on the back of your receipt.
- All applicants are required to complete and sign an application for refund form which can be either downloaded from our website at www.rmstraining.com.au or alternatively collected in person from any of our branches
- The application for refund form is required to be submitted to our Joondalup branch located at 10 Franklin Lane Joondalup either by post, fax or in person or alternatively to expediate receipt by RMS they will be accepted as scanned and emailed to refunds@richardsmining.com. However, should they be emailed then the original will be required to be received by RMS prior to any monies being refunded.
 - In Person to : Reception at 2/10 Franklin Lane, Joondalup
 - Faxed to : (08) 9300 2055 – Attention Refunds
 - Emailed to : refunds@richardsmining.com.au
 - Mailed to : Refunds, P O Box 267, Joondalup, 6919
- It is the responsibility of the applicant to ensure that the application form is received by RMS and you are advised that should it not be received in the timeframe required for refunds that no recourse will be placed on RMS
- Refunds will not be processed until the original receipt is attached and application is received by RMS.
- The refund amount applicable will be based on the cancellation notification date of the course whereby you will be issued with a cancellation reference number by RMS.
- If you do not have a cancellation reference number then the date the refund application is received will be taken as the cancellation date.
- Refunds will take a minimum of 7 days to process and payment will only be made electronically

APPLICATION FOR REFUND

This application form must be completed in accordance with the attached instructions.

Please be aware refunds will only be considered in accordance with the RMS refund policy which can be viewed on our website or alternatively identified on the reverse of your receipt.

Application for refund WILL NOT be processed unless original receipt is attached.

Receipt No : _____ Date of Receipt: _____ Cancellation Reference No: _____

Customer's Name : _____ Ph No.: _____

Course : _____ Date: _____

Comments (Please detail below the reasons for your request)

I have read and understand the terms and conditions (attached). I agree to abide by these terms and conditions.

Applicant's Name: _____ Signature: _____ Date: ____/____/____

ALL REFUNDS ARE PROCESSED ELECTRONICALLY

CREDIT CARD INFORMATION

Credit Card Number:

Expiry Date: / CCV: Visa Mastercard

Name of Card Holder: _____ Contact Number: _____

OR BANKING DETAILS

Account Name _____

BSB Number: Account Number:

Office use:

Refund Register: Branch: _____ Name: _____ Sign: _____ Date: _____

Course processing: Name: _____ Sign: _____ Date: _____

(Please tick applicable) 100% 50% No Refund Amount \$ _____

Approved: YES / NO Name: _____ Sign: _____ Date: _____

Accounts: Refund processed by: _____ Amount: _____ Date: _____