



# CANVAS CATALOG REFUND

## Refund Conditions

A refund can be requested where a Student has enrolled and made payment against a Program or Course offering but no longer wish to continue.

Situations where refund is **warranted**:


- ✔ Paid for an incorrect Program or Course
- ✔ Program or Course was cancelled

Situations where refund is **not warranted**:

- ✘ Change of mind

## How to Request a Refund

Students seeking a refund must contact the Business Unit/Department offering the Program or Course to initiate the refund process. Business Unit/Department contact details are found in the Tax Invoice (an example is shown below) which is attached to the order confirmation email that the student receives upon successful payment.

TAX INVOICE		 THE UNIVERSITY of ADELAIDE	
ABN: 61 249 878 937			
Order Number:	6148	Receipt Number (RRN):	813811504688
Date Ordered:	08-Jun-2018 10:38:52	Payment Status:	SUCCESS
Customer Name:	Joe Bloggs	Customer Email:	joe.bloggs@gmail.com
<div style="border: 2px solid blue; border-radius: 10px; padding: 5px;">           Business Unit: Business Unit Name            Contact: 8313 3000      Email: <a href="mailto:bu@adelaide.edu.au">bu@adelaide.edu.au</a>            Note: Please contact the Business Unit for payment or refund enquiries         </div>			
Enrolled Program or Course: Essential skills in Digital Era			
		TOTAL (excl. GST):	\$18.18
		TOTAL GST AMOUNT PAYABLE:	\$1.82
		<b>TOTAL AMOUNT PAYABLE (incl. GST):</b>	<b>\$20.00</b>

## Important Notes

1. There are no partial refunds. Whole orders will be refunded only.
2. Refund requests are assessed on a case by case basis and, if approved, are refunded back to the card from which the original payment was made.
3. It takes approximately 7 days for the refund to appear in the requestor's account.
4. In the situation where the card is no longer valid, the relevant Business Unit will contact students to obtain alternate bank account details and supporting documentation.