

Refund Policy

At **Collections Corp**, we are committed to treating all individuals fairly and transparently. This includes providing clear information about payments and refund eligibility for customers making payments to our agency.

1. Voluntary Payments

Payments made to Collections Corp by customers are considered **voluntary settlement of outstanding matters**. By making a payment, you acknowledge that the funds are being applied towards the debt as outlined in our communications with you.

2. Non-Refundable Payments

In general, all payments made towards your accounts are **non-refundable**, including:

- Lump sum payments
- Partial payments
- Payments made under a negotiated settlement or payment arrangement
- Payments made via direct deposit, credit/debit card, or any other payment method

3. Overpayments or Errors

If you believe you have made a **duplicate payment or overpayment**, or if there has been a **genuine payment error**, please contact our Accounts Team within **14 days** of the payment.

We will investigate and, where applicable, process a refund for any verified overpaid amount.

4. Disputed Debts

Making a payment does **not waive your right to dispute the account**. If you have concerns regarding the amount, validity, or circumstances of your account, please contact our office immediately. We are committed to handling all disputes fairly and in line with applicable debt collection laws and guidelines.

However, any refund on payments already made will only be considered in cases of:

- Proven administrative error (e.g., wrong account allocation)
- Court decision or formal dispute resolution requiring a refund

5. How to Request a Refund

If you believe you are eligible for a refund, please email us at **accounts@collectionscorp.com.au** with:

- Your full name
- Reference number (if known)
- Date and amount of payment
- Reason for your refund request

Our team will review your request and respond within **10 business days**.

6. Important Notes

- Refunds will only be issued to the original payment source, unless otherwise agreed in writing.
- Collections Corp reserves the right to decline refund requests that do not meet the criteria outlined above.