



The National Centre of Excellence
in Youth Mental Health



Customer Refund form

Please fill in the form below and email it to Orygen Finance at store@orygen.org.au

To view our Refund Policy visit <https://orygen.org.au/Footer-Page/Refund-Policy>

Customer Name	
Customer Contact Details	
Refund Payment Method	Credit Card – Please note refunds to credit cards will only be made to the purchasing credit card EFT – Please provide bank details below
Bank Account Details	Account Name: BSB: Account Number:
Item The resource, workshop or event for which you are applying for a refund	
Date The scheduled date of the workshop or event for which you are applying for a refund or the date of purchase if your application relates to a resource	
Basis of your refund request:	Please select yes or no below. If you circle yes, please attach evidence of problem or fault*.
The resource I purchased has a problem or fault.	Yes No
I cancelled and notified Orygen in writing 28 days or more before the date of the workshop or event.	Yes No
I cancelled and notified Orygen in writing less than 28 days but more than 7 days before the date of the workshop or event.	Yes No
	For cancellations notified to Orygen in writing 7 days or less before the date of the workshop or

	event, no refund will be paid.	
The workshop or event was cancelled by Orygen.	Yes	No
Amount Paid		
Date Paid		
I have attached evidence of payment	Yes	No *
Signature & Date	<hr/> By signing, I warrant that the information provided in this application is true, complete and correct.	DD/MM/YY

*Please note that applications without supporting evidence may not be eligible for a refund.

For Office Use Only

Reference		
Date Received		
Due date for decision notification		
Recommended Refund Amount		
Notes		
Approval	Amount: \$ Signature: _____ Position Title:	DD/MM/YY
Approver's Financial Delegation for Refunds	\$2,000 \$5,000 Over \$5,000	
Refund Amount		
Item Code		
Account Number		
Date of decision notification		
Date of payment		
Confirmation of payment		