

Refunds Policy

You may be eligible for a refund if you believe you have overpaid your debt(s).

To request a refund:

* You will need to send a written request to us.

* Written application must include:-

- Your Debtworks reference number.
- The name of the person/organisation who made the payment
- The Date and amount of the payment.
- The name of the person/organisation to be refunded
- Address to which the refund is to be sent.
- Why you believe you are due a refund
- Amount you are requesting to be refunded

* Your application for a refund should be sent to refunds@debtworks.co.nz.

We reserve the right to

- Authenticate all claims for a refund.
- Decline your request.

In the event we decline your request for a refund we will:

- Give you written notification
- Provide a reason your request has been declined.

Should you disagree with our decision:

- You can request to have it reviewed by an appropriate third party.
- Should your review be unsuccessful you will have to meet the costs of the review.

All refunds are subject to an administration charge.

Refunds may take 30 days to be processed.