

Date:
Day Month Year

Refund Request Form

NOTE: All refunds are subject to the terms and conditions outlined in the **RED MAKO LEARNING PTY LTD** [Refund Policy](#) and [Student Handbook](#). Lodging a refund application does not automatically imply that a refund will be granted. Each refund application will be individually assessed for eligibility.

Please complete all the information below.

STEP 1: STUDENT INFORMATION

First Name Last Name

Email Phone

Address

No. and Street Suburb State/Territory

Qualification/Unit Enrolled

STEP 2: REFUND DETAILS

Reason for refund:

Amount: \$

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STEP 3: AUTHORIZATION

By signing below, I confirm that:

1. I have read and understand the refund policy
2. My refund may be refused if the information I have provided is inaccurate or incomplete.
3. The completion of this form does not automatically cancel my enrolment. To cancel my enrollment, I will need to complete a "[Enrolment Amendment Form](#)".
4. **REDMAKO LEARNING PTY LTD** may contact me to request further clarification or information before my refund is processed.

Signature

Date (Day / Month / Year)

STEP 4: SUBMIT FORM

Please return this form to:

BY EMAIL:

Email the completed form to:
studentsupport@redmako.com.au

BY MAIL:

Customer Service
Redmako Learning

12/23 Breene Place, Morningside, QLD
4170

You'll be notified by email when your request for a refund has been processed and the decision. If you are not happy with the decision made please refer to our Appeals Policy. If your request for a refund is successful, please allow up to 4 weeks for your payment to be processed. If successful in your request, you will need to provide the Bank Details for the payment to be made. Fees paid on behalf of the student by a Third Party will be refunded into the account of that Third Party.

Office Use:

STEP 5: REFUND DECISION

Processed by:

First Name

Last Name

Refund approved

Yes No

Decision

Amount if approved

Date

Summary of reason if not approved

Date student notified of decision

Date payment processed (for approved refunds only)

Signature

AUTHORISED BY:

TRAINING MANAGER

SALES MANAGER

NAME:

SIGNATURE

DATE