

## **Lotteries Refund Policy**

Access Industries for the Disabled Limited ABN 84 001 797 511 CFN No. 14342 (Access Industries) conducts lotteries as part of its fundraising initiatives.

Access Industries is committed to ensuring customer satisfaction with all ticket purchases in our lotteries. In accordance with Australian Consumer Law, Access Industries is not obligated to provide a refund for any 'change of heart' decision related to the purchase of a ticket in a lottery or for donations made to Access Industries.

However, where an individual believes that an error has been made by either Access Industries, then Access Industries will consider the refund on a case-by-case basis.

All requests for refunds must be made by the person who originally purchased the lottery tickets or donated the funds. Refund applications should be addressed to the Marketing and Fundraising Manager and emailed to [fundraising@accessindustries.com.au](mailto:fundraising@accessindustries.com.au).

For an application to be assessed, please provide information as outlined below:

- Proof of purchase or donation made.
- The payment date.
- The amount of the payment to be refunded.
- The name of the payee (the supporter or donor).
- A reference number such as a Customer Account Number or Tax Receipt (for donations if known).
- The reason for the refund request.

All tickets not returned by the lottery closing date will be valid for the draw and therefore able to win a prize so cannot be refunded. All refund requests will be logged into Access Industries' systems and will be investigated and responded to within 5 working days.

Access Industries will only refund in Australian Dollars. The method of refund will be the same as the purchase method except for cash. In the event a supporter has purchased via cash, the refund will be made via either cheque or direct deposit.