



## Refund Policy

This policy explains how refunds on your Imagine account are handled, including how to request one, how funds are returned, and the timeframes involved once the necessary details are received.

### Billing Refund

Learn what to do if you require a refund on your Imagine bill.

### What to do

Should you have a credit on your Imagine account you can contact our Customer Care Team on 1800 938 100 and request a refund.

If you feel there is an issue with the charge on your bill and that a credit needs to be applied to your account, you will need to contact the Customer Care Team.

### How will I receive my refund?

Imagine will attempt to refund any monies due via the same method you paid;

**Electronic Bank Transfer** – This method returns an amount to the customer where the customer has direct debit information on their account or pay via Funds Transfer.

**Credit Card / Debit Card** – This method will return an amount by issuing the card initially used by the customer. Please note if a card is expired/lost we cannot refund to the same details. In these scenarios we must refund to a bank account so will require your BIC and IBAN to process an Electronic Bank Transfer.

### How long will my refund take?

Once Imagine have all details for the refund request, the timeframes for issuing refunds is as follows:

**Cancelling Your Account:** We will issue it through the same payment method used, within 14 days of the final invoice being issued.

**All Other Types of Refunds:** We will process them within 10 working days.

### Protect Yourself from Scams

Imagine will never ask for your password, PIN, or full banking details. Be cautious of unexpected messages requesting personal or payment information or urging immediate action. If in doubt, do not respond – contact our Customer Care Team on 1800 938 100 to verify the request.