

## Refund Policy

This policy is applicable to all activities where a fee is collected by CITIC Bank on behalf of Australia Visa Application Centre.

1. Refund requests will only be considered if the required documents are submitted in full by email to Call Centre of Australia Visa Application Centre:

[info.ausch@vfshelpline.com](mailto:info.ausch@vfshelpline.com)

Attention:

- a. When mailed for the first time, you will receive an automatically generated SPAM controlled mail by the system. Kindly click on the URL mentioned and follow the instructions for email verification. Please note that this is a onetime process and is important without which we will be unable to receive your mails.
- b. Please note that we are unable to accept emails with a total file size larger than 3MB. Under current arrangements, no notification will be generated for emails exceeding 3MB which are not successfully received. If you need to send large emails, please consider sending these as several, smaller documents, and another email informing the relevant area that the emails have been sent.

2. The following documents are required for a refund request:

- a. **Refund Form**
- b. Payer's ID card
- c. Visa applicant's passport
- d. Proof of payment including receipt number

3. No Refund Requests will be accepted after the visitor visa application form and supporting documents are processed by Australia Visa Application Centre.

4. Regardless of the policies set out above, full or partial refunds may be granted for special hardship cases. Special hardship cases may include personal illness or family emergencies. Special hardship case refunds will be promptly considered and granted or denied by Australia Visa Application Centre.

5. Approved refunds will be processed within sixty (60) days of the receipt of complete documents, at the discretion of Australia Visa Application Centre, to the original payer or the authorized beneficiary. The original payer or the authorized beneficiary shall bear the bank charges for the refund.

Australia Visa Application Centre

01/11/2016