



## CUSTOMER REFUND REQUEST FORM

Order Date: \_\_\_\_\_

Track ID/ Serial: \_\_\_\_\_

### Contact information:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Amount: \_\_\_\_\_

**Please note:** We may contact you to gather further details about your refund request in order to improve our product and customer service.

### Please provide a detailed explanation of the reason(s) why you are asking for a refund:

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**Please note** that reasons such as “I changed my mind” or “I don’t want it anymore” will not be considered valid grounds for a Refund.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Customer Care Signature

### Finance Comment:

Service Status:       Success       Failed       Duplicate

Payment Status:       Success       Failed       Duplicate

Method of Refund:       Cash       Cheque       Online Transfer

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Stamp