

Refund Policy

All ANZSPM memberships are on a financial year basis. Membership fees become due and payable on 1 July annually and a Member must attend to payment by no later than 30 September in the same calendar year to remain a financial member and continue to receive membership benefits.

Membership fees, once paid and processed, provide an annual membership for the individual and as such are not transferable and are generally not refundable other than in exceptional circumstances or as required under Australian Consumer Law.

Instances in which it may be appropriate for a refund to be processed include:

- identified overpayments for services
- an error has been made by ANZSPM
- the member has selected an incorrect membership type (where a higher rate of membership was selected in error, the difference will be refunded)
- services that do not match what was shown at the time of purchase or do not deliver what they are supposed to deliver
- exceptional circumstances supported by documentation.

Instances where ANZSPM will not provide a refund include:

- where a member/potential member changes their mind
- where the member/potential member decides later they can't afford the membership
- where the member/potential member finds alternative services at a more competitive price
- where a member's circumstances change during the year and they wish to apply for a different category of membership (in this circumstance, the change should be requested on application for membership in the next financial year)

Applications for refund must be made in writing (by post or email) directed to the Chief Executive Officer, setting out the circumstances claimed and with relevant supporting documentation (eg invoice/receipt as proof of payment). All applications will be considered by the Chief Executive Officer on a case-by-case basis and the Chief Executive Officer's decision on each case will be final.

Refunds approved will generally be processed by direct transfer into the member's nominated bank account. Where the claim relates to an overpayment of membership, the amount may be credited to the member's account as directed by the member.

Refund of membership fees may incur an administrative fee of \$20.00 (inclusive of GST), which will be deducted before membership fees are refunded.