SECURE CHAT REFUND AUTHORISATION INSTRUCTIONS

To action a refund (part or full) the Client should copy the text below, fill in the amount and post in the <u>project specific</u> secure chat. This is accessible from your Project Summary via the dashboard.

Don't forget to email accounts@ipromise.co.nz once the Supplier has agreed to the refund **with the Project ID Number** so IPromise can review the secure chat and action the refund.

We (the Client and the Supplier) have mutually agreed to the refund amount of <mark>XXXXX</mark> (incl GST if applicable)

We instruct/authorise IPromise Limited to action this refund.

We agree to IPromise Limited deducting a $25.00 administration fee + any applicable transaction fees from the refund total.

We have read, understand and agree to the IPromise Terms of Use.

Notes: - The Supplier and Client will receive formal notification from IPromise of the refund
     - The Clients bank account (that was used to make the payment) will be where the monies are
      returned
     - The Supplier must type the words I AGREE WITH THE REFUND AS SPECIFIED ABOVE