

Refund Policy & Request Form

1. This refund policy should be read as a policy statement in conjunction with iconnect360's terms and conditions and does not replace any part of the terms and conditions.
2. iconnect360 will not return money to a bank account or credit card that is different to the account originally debited unless the account is closed.
3. iconnect360 reserves the right to deny any refund request due to insufficient evidence.
4. A refund request must be submitted to iconnect360 within 90 working days of the original transaction.
5. iconnect360 will not provide a refund for any amount of interest in any circumstances.
6. iconnect360 will attempt to assess and resolve every refund request in a fair and timely manner within 5 working days of this request.
7. In case of a dispute over a refund decision, any disputes should be made in writing and sent for the attention of the Customer Service Team Leader. The disputes will be dealt with on a case by case basis and will be given due consideration.
8. A refund request should be submitted by email to support@iconnect360.com.

REFUND REQUEST FORM

iconnect360 Number

Request Refund

Full Partial – Amount:

CONTACT INFORMATION

Name

Company

Phone

Email

Why do you think you are eligible for a refund?

Signature

Date

*Please send this signed and completed form to support@iconnect360.com.
You should expect a response within 5 working days.*