

## Refund Statement



***“The Merchant that provides a service to you is responsible for the after-sales care and you must contact them regarding a potential refund in the first instance.***

***Merchants reserve the right to investigate any customer refund claim and validate the basis of its request.***

***For information on the different types of phone-paid charges, please visit:***

***<http://www.phonecharges.org/news/different-types-of-charge>***

***If a refund claim is deemed valid then the merchant will reimburse the claimant the service charge and may at their discretion reimburse the access charge if one has been levied”***

This refund statement has been created and agreed by members of aimm who work across industry including the MNO's to provide a template statement for those who may wish to use this within their business for customer refund queries. Created September 2021