

## The Wheels of Life Refund Policy

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**LEVEL 1 – EXECUTIVE**

**REVISION LEVEL – 0**

**LAST REVISED DATE – 1 August 2008**

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**Purpose:** The purpose of this policy is to define The Wheels of Life (Incredible Awareness Pty Ltd) policy regarding providing refunds to our clients and under which circumstances this will occur.

**Methodology:** This policy is defined in terms of a Refund Policy. Any changes to this policy must follow the steps outlined in the **Document Control – Internal Procedure (QPROC 011)**.

**Refund Policy:** The Wheels of Life is committed and dedicated to ensuring our clients receive the best services possible. We are equally committed to engaging in work which meets all ethical considerations and requirements.

It is the user's responsibility to ensure that they have made all necessary enquiries to ensure that the services of The Wheels of Life are suited to their needs.

As a general rule, The Wheels of Life will consider any request for a refund, for any reason. The Wheels of Life will always attempt to resolve any issue whatsoever to the best of our ability and if the solution implemented includes also giving a partial or full refund, we will gladly do so. Every request for a refund is managed on a case by case basis and we do not guarantee a refund will be provided if another solution is more suitable to the situation. All partial or full refund decisions are made entirely at our discretion.

### Questions

Should you have any questions regarding this policy, please contact one of the Directors of the company, Sarah Hue-Williams or Noel Posus to discuss by writing to [info@thewhelsoflife.com](mailto:info@thewhelsoflife.com).