

Refunds

This information only applies to those regulatory authorities that collect application fees under relevant legislation for the certification of electrical equipment and registration of responsible suppliers and equipment via the EESS platform.

Important information about refunds

- Refunds are not available if an applicant changes their mind related to the application details they have already submitted (for example chooses to withdraw a certification application, or claims they have incorrectly registered as a responsible supplier, or want to reduce the period of registration of equipment they have already registered)
- A refund can only be made if -
 - it has been determined that an invoice has been paid twice
 - there has been an error caused by system processes in an application and the relevant regulatory authority agrees with the applicant that:
 - A change needs to be made to the application such that a partial refund is warranted; OR
 - A cancellation of the application is required and a full refund is warranted
 - approved by the regulatory authority.
- The following controls are in place to manage the refund process -
 - Refunds must be processed in the same financial system as the original invoice and receipt was issued
 - Refunds must be paid to the applicant
 - Refund requests must be submitted in writing by an applicant in the event of a duplicate payment. Email requests are acceptable
 - Refund requests must be individually checked and approved by the regulatory authority to whom the fee was paid