



3.004 - Refunds and Credits Policy

Policy Purpose and Scope

This policy will outline the process by which account refunds and credits are issued through the billing system.

Roles and Responsibilities

The Billing Manager is responsible for maintaining and updating this policy to ensure all information and procedures are accurate and up-to-date. Strict adherence to this policy is required so that the service provided to our customers is accurate and consistent.

Operational Procedures

This policy will detail the criteria for which credits and refunds are issued through normal business activities.

Credits to PhotoBiz accounts can only be generated by the Billing Manager or the Billing Specialist who are responsible for issuing credits to accounts for normal business activities

The following list indicates the types of credits that could occur.

- **Full Membership cancellations** (14 day MBG refund)
- **Membership cancellations**
- **Full product refunds** (14 day MBG refund)
- **Product Swaps** (*see 3.012 Product Swaps Policy*)
- **Virtual Credit for Product Refunds**
- **Account plan changes and/or mistakes**

A request for a credit can be generated by a customer, staff member or Team Lead. This request can be in the form of an email, phone call that is fully documented in a support ticket.

Refunds and credits must, first of all comply with PhotoBiz policies and Terms of Use. Situations that are not addressed in the policies or Terms of Use must be approved by Executive Staff. Product refunds must have approval from a Team Lead. The credit can be issued using either PhotoBiz account credit (Virtual Credits) or actual return of monies. PhotoBiz account credit should be offered to the client first, however, ultimately, the type of credit depends on the nature of the purchase or refund request.

Credits will be issued as follows.

- **Full membership refunds** (14 day MBG refund) – A client decides to cancel their account within the defined fourteen day period after their initial sign-up. A refund will be issued to the client's credit card account resulting in a return of actual monies. The account is placed on Refunded status. Former clients that received a full refund in the past are not eligible for a



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refund if they decide to open another PhotoBiz account in the future and decide again to cancel. It is not our policy to issue a full credit beyond the 14 day Money Back Guarantee period.

- **Membership Cancellations** – Clients that request to cancel that are not eligible for the 14 day Money Back Guarantee do not receive a credit for the membership fee. However, a credit may be processed if the membership cancellation is submitted on the billing date or if the membership payment is processed while the cancellation ticket is being reviewed. These accounts are placed on Stand By status.
- **Full product refunds** (14 day refund) – With the purchase of a new product, the client has a 14 day time period within which they may claim a full product refund. The client has the option of receiving a full refund or PhotoBiz account credit (Virtual Credit). Team Lead approval is required on all tickets submitted to the Billing Department for all product refunds. It is not PhotoBiz policy to issue full product refunds after the 14 day period has ended.
- **Product Swaps** – Within the 14 day MBG period, customers may swap products if the new product is more or less than the original product. A credit or charge will be processed accordingly. - After the 14 day MBG and up to 60 days, customers may swap identically priced products. For example, HTML5 Content can be swapped for HTML5 Portfolio. Team Lead approval is required in a fully documented ticket submitted to the Billing Department. – For sites being swapped that are not live, the process occurs at the same time. Please see 3.012 Product Swaps Policy to review the full policy.
- **Virtual Credit for Product Refunds** – A Virtual Credit should be offered initially if a client requests a refund for a products purchased within the 14 day Money Back Guarantee period. A documented ticket including Team Lead approval and instructions should be submitted to the Billing Department.
- **Account plan changes and/or mistakes** – A client can request a credit for a plan downgrade that occurs on the membership billing date. Similarly, a credit can be issued when a client originally chooses to upgrade but then chooses to go back to their original plan if done on the same day.

After the determination has been made regarding giving virtual credits or actual monies, the Billing Specialist or Billing Manager will credit the customer's account and notify the customer via email.

On a daily basis, the Billing Manager will review all credits issued to PhotoBiz accounts to ensure that the policies are implemented properly.

Issued credits will appear on two separate reports. All PhotoBiz account credits (Virtual Credits) will appear on the "Virtual Credits Issued" report. All actual returns of money will appear on the "Open Batch" or "Settled Batch" report.