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| Refund policy |
| Pesticide Safety |
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# How do I obtain a refund?

In order to obtain a refund you must make an application to the Department. You may do this by completing the [online refund form](mailto:https://forms.business.gov.au/smartforms/landing.htm?formCode=ehrc-refund) which can be found on the [Pest control forms page](https://www2.health.vic.gov.au/public-health/environmental-health/pesticide-use-and-pest-control/pest-control-forms) You are required to provide proof of any payment/s in support of your application.

A decision to issue a refund will be based on this policy.

# Refused or withdrawn applications

The Department will fully refund the fee for an application that is refused or withdrawn prior to the issue of the licence.

# Surrender a licence

Once a licence has been issued, no refunds will be granted regardless of whether the reason for the licence ceases during the term of the licence. Surrendering a licence to the Department does not entitle the holder to a refund.

# Over-payments

The Department will refund in full any over-payment.

# Minimum refund amount

The Department is unable to process refunds amounting to less than $2.

# To whom will the refund be issued?

Where approved, refunds will be issued to the individual or company proven to have made the payment.

# How will the refund be issued?

Where bank details are provided on the online application form, refunds will be issued by EFT.

# How long will it take for a refund to be issued?

Refunds can take up to 60 days to be issued following receipt of a completed application.

# How long do I have to make an application for refund?

The Department will accept applications for a refund up to 12 months after the date of payment.

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