

## Refund Policy

This Refund Policy applies to the Australian operations of Pacific Bowmen and all of its associated entities (as that term is defined in s 9 of the Corporations Act 2005 (Cth)). It explains Pacific Bowmen's position in relation to refunds for its services and the limited circumstances in which refunds will be provided.

If you have any questions about the application of this policy, please direct your enquiry to [pacbowmen@gmail.com](mailto:pacbowmen@gmail.com)

### 1. When a refund will be made

1.1. Pacific Bowmen will comply with any requirement to offer a refund to you under the Australian Consumer Law 2010 (Cth) or otherwise under Australian law.

1.2. Pacific Bowmen will offer a refund of its fees (excluding any funds already disbursed on the provision of your services) if:

1.2(a) it is not able to provide the requested services within a reasonable time (which will be determined by Pacific Bowmen in its sole discretion, having regard to all relevant circumstances);

1.2(b) in Pacific Bowmen's judgment, the provision of the services does not accord with its standards for due care and skill.

1.3. Pacific Bowmen's liability for any unreasonable delay is limited to the provision of a refund of all fees paid to Pacific Bowmen (excluding disbursements already paid out on your behalf).

### 2. When a refund will not be made

2.1. Pacific Bowmen offers a unique and bespoke service to our clients, which may commence at any time after you place your order. For this reason, no refunds will be offered simply for your change of mind.

2.2. Government fees and charges collected from you and paid on your behalf (e.g. registration fees) or any other disbursement cost will not be refunded at any time.

**Problems, questions or concerns**

Please direct any problems, questions or complaints to us at [pacbowmen@gmail.com](mailto:pacbowmen@gmail.com) we will endeavour to respond to your concerns in a timely fashion.

**If we change this policy**

From time to time, this policy may require changes to comply with our obligations at law or to respond to the changing business environment in which we operate. If this happens, we have the right to amend this policy as we see fit and we will post a revised policy on our website.