



# Refund Policy

Version: 1

## 1. Objectives

1.1. This policy establishes how AMEB Victoria will administer requests for refunds of exam fees and music purchases.

## 2. Scope

2.1 This policy applies to all customers of AMEB Victoria. Refunds are offered under limited circumstances, and this policy details those circumstances and the conditions that apply to such refunds.

## 3. Authority

3.1. This policy is made under the Constitution of AMEB Victoria.

## 4. Policy

**Refund of exam fees (to be read in conjunction with AMEB Victoria's Enrolment Policy - <https://ameb.vic.edu.au/wp-content/uploads/2025/03/Enrolment-Policy-0228.pdf>)**

### Withdrawal – practical exams

4.1. The enroller must advise AMEB Victoria in writing if a candidate is to be withdrawn from their exam. If written advice is received by close of enrolments, the exam fee less an administration fee will be refunded to the enroller. A refund will not be given for withdrawal after the closing date, other than in exceptional circumstances.

### Withdrawal – written exams

4.2. Candidates cannot withdraw from written exams, and refunds will not be offered, other than in exceptional circumstances.

### Reschedule due to illness

4.3. If a candidate is unable to attend an exam due to illness, the exam will be rescheduled within the current year, if possible, providing a medical certificate is supplied. If it is not possible to offer an alternative exam time during the current year, a 50% refund will be offered.

### Reschedule for other reasons

4.4. An enroller applying to reschedule an exam for any reason other than illness will be charged a rescheduling fee of 75% of the exam fee, other than in exceptional circumstances. If it is not possible to reschedule the exam during the current year, the rescheduling fee will not be charged, but no refund of the original exam fee will be offered.

### Inability to schedule

4.5. If AMEB Victoria is unable to schedule an exam for any reason, and no reasonable alternative is available, the exam fee will be refunded in full.

## Cancellation of an exam

4.6. If AMEB Victoria cancels an exam for any reason, and no reasonable alternative is available, the exam fee will be refunded in full.

## Refund for website purchases

### Purchases of digital products

4.7. No refunds are available for the purchase of digital products from AMEB Victoria's online store.

### Physical products – cancellation of order

4.8. Customers who cancel an order for a physical product before shipping will receive a full refund. No refunds are available once a product has shipped, other than in exceptional circumstances.

### Physical products – incorrect or damaged

4.9. Refunds cannot be made if the incorrect product is ordered. Customers will receive a full refund if the item delivered is not the item ordered. If the item delivered is damaged, a replacement item will be supplied at no charge, but no refund will be given.

## 5. Procedural principles

5.1. Refunds can only be made to the original enroller / customer.

5.2. Refunds can only be made via the payment method used to make the initial payment, except where that payment method can be shown to be no longer available.

## 6. Information

Approval date	30 May 2025
Effective date	30 May 2025
Document author	General Manager
Document approver	Board of Directors
Distribution	Internal: All staff members External: Available to customers on website

## 7. Approval and review

Version	Approved by	Approval Date	Effective Date	Review Date	Sections Modified
1	Board of Directors	30 May 2025	30 May 2025	May 2027	New policy