

Refunds Policy

1. Our commitment

Planet Green Australia Pty Ltd is committed to processing customer refunds promptly and returning approved refund amounts using a suitable payment method.

2. How to contact us for your refund

Customers can contact Planet Green Australia Pty Ltd regarding a refund by:

- Email: upgrade@planetgreenaustralia.com.au
- Phone: 1300 515 467
- Post: Planet Green Australia Pty Ltd, 16 Prime Street, Thomastown VIC 3074

3. How you will receive your refund

Where payment was made by credit or debit card, the refund will generally be returned to the same card used for the original transaction.

Where payment was made by EFT, BPAY, cash, cheque or another payment method, the refund may be transferred to a bank account nominated by the customer.

If the original card transaction can no longer be refunded through the payment system, Planet Green Australia Pty Ltd may arrange the refund by electronic funds transfer to the customer's nominated bank account.

4. How long it will take to process your refund

Planet Green Australia Pty Ltd will endeavour to initiate the refund within one business day after the refund is confirmed.

Card refunds may take several business days to appear in the customer's account after they have been processed. The actual timeframe depends on the customer's bank, card issuer or payment provider.

Refunds made by electronic funds transfer will generally appear after the transfer has been processed, subject to normal banking clearance times.

Where a refund requires manual processing through a bank or payment provider, additional processing time may apply. We will advise the customer if a significant delay is expected.

5. Review

Planet Green Australia Pty Ltd will review this Refunds Policy periodically to ensure that the refund process and stated processing timeframes remain current.

Last updated: 6 October 2026