



Town of Carstairs

Policy: eGov Refund and Exchange
Policy No.12-036-19

Date: December 9, 2019

Adopted by: Council

Policy Statement

The Town of Carstairs understands the necessity to provide information on the return or refund of monies from on-line payments for goods, services or fees related to the business of the Town of Carstairs.

Guidelines:

- a. Terms and Conditions:
 - i. All payments for eservices shall be in Canadian Currency.
 - ii. Tax Certificates are available for request online and payment, and will be sent to you as requested once approved through internal municipality processes.
 - iii. Business Licenses are mailed out within three business days once the payment has been processed.
 - iv. When completing an order, a printable receipt is displayed on screen to signify that the payment has been processed properly.
 - v. The Town of Carstairs currently accepts Visa and MasterCard for credit card processing transactions.

- b. Return/Refund Policy
 - i. If a customer experiences a problem during the processing of an online transaction or wishes to request a refund to be processed, customer shall email the Town of Carstairs at finance@carstairs.ca or call 403-337-3341 to speak to a representative immediately. The Town of Carstairs will arrange for the appropriate replacement of funds.

c. Privacy Policy

- i. Any personal information that the Town of Carstairs may garner via the eGov website is collected under the authority section 32 (c) of the Freedom of Information and Protection Privacy Act (F.O.I.P). The information is used solely for what is necessary for systems administration, request fulfillment, ensuring customer satisfaction and assessing our information services. Further, the information is kept only for the length of time necessary to fulfill the intended process.

End of Policy:

Carstairs/11/15/19