

REFUNDS AND RETURNS POLICY

If you are an end user customer and are unhappy with the Ratescalc.com product we will happily refund, provided we are notified within 14 days after purchase.

Refunds do not apply to costs such as implementation costs including training, system configuration under yours or your representative's instructions and only apply to software license costs.

Upon notification to Ratescalc of your requested refund, we will deposit those monies into your nominated bank account by Electronic Funds Transfer (EFT) 14 days from the date in which notice is provided.

This policy is in addition to any rights that you may have under the Australian Consumer Law and other relevant legislation.

Our organisation is 100% committed to supporting the industries we supply and our terms of engagement and contracts with our clients underpin our conviction to customer satisfaction.

Col Levander, Managing Director, Ratescalc.com

Delivery policy

Ratescalc.com is a web based software application solution and is delivered over the internet.

Ratescalc.com is also accessible through any mobile device with appropriate access to the internet. It is not a mobile (IOS or Android) app.

Any user of Ratescalc.com whom has a reliable internet source can use the technology.

Ratescalc.com can also be sourced through our integration partners. A list of our partners is available on our partners page.

Ratescalc.com is supported through state of the art communication systems which are underpinned through our service level agreements. These vary from client to client. To contact our support team please email support@ratescalc.com for quick fast and efficient service !

Col Levander, Managing Director, Ratescalc.com