



## Refund Policy

Issued June 2020

PMC Property Management & Lettings Ltd. hereinafter referred to as PMC has the following refund policy.

PMC will refund to customers on the following basis;

### Direct Debit

In the event that PMC collects or receives a sum in error by means of a Direct Debit payment a refund will be initiated within 48 hours of the error being discovered or PMC being made aware of such an error. The refund will be made to the originating bank account. This refund policy does not in any invalidate your rights under the Direct Debit guarantee scheme to seek a return of the sum from your own bank.

### Credit/Debit Cards

If an error is made by a customer when processing a credit or debit card payment on our website, the customer should contact PMC to request that a refund be made. Once a request has been verified and approved by a PMC manager, a refund will only be made to the credit or debit card originally used to make the payment.

### Proposed Works

In the event that PMC advises customers that a proposed works maintenance project is to be cancelled. A refund will be issued upon request by a customer subject to the following provisions; 1. The customer's service charge account is not in arrears or, 2. The customer's service charge account is in arrears but the arrears do not exceed the value of the refund, 3. A proportionate reduction in the refund will be made after the arrears have been offset against the sum to be refunded. Should the arrears exceed the value of the requested refund then no refund will be agreed and the amount in the proposed works account will be allocated against the service charge arrears.

### Deposits

Refunds of deposits or factors float as referred to within the Deed of Conditions is subject to the terms of the Deed. Please see your developments Deed of Conditions for specific information on the terms and conditions of refunds for deposits.



## Leases/Lettings

In the event that rent has been overpaid and there are no arrears, over payments will be refunded to the originating bank account or card. When a deposit or rent payment is made but no lease agreement is subsequently confirmed the rent/deposit will be refunded to the originating bank account or card. All deposits referred to in a signed lease agreement will be refunded by the government approved deposit scheme subject to deductions for damages or rent arrears.

## Credit Balances

Should a customer's service charge account be in a credit balance status a PMC customer may apply in writing for a return of the credit balance amount or PMC may agree to a reduction in the monthly direct debit amount to facilitate a gradual reduction in the balance. The credit balance may remain with PMC in the event of imminent proposed works or major repairs expenditure.

## Disputes

Should a customer have an accounting dispute with PMC no refunds will be issued until the company's internal account dispute review process has been completed and a refund is authorised by senior management.

## General

No refunds will be issued in cash. No refunds will be issued in any other currency other than GBP Sterling. No refunds will be issued until the customer's remittance by, cheque, EFT, BACS or Standing Order has cleared the PMC company bank account or has been accepted by the issuing debit/credit card provider.



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PMC Property Management & Lettings Ltd. is registered under the Property Factors (Scotland) Act 2011 (Licence Number: PF000100)  
PMC Property Management & Lettings Ltd. is a Registered Letting Agent (LARN No 1909028)

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Copies available on request.