



TOWN OF DIDSBURY POLICY INDEX	
Policy Number:	FIN 001
Policy Title:	EGOV Refund and Exchange
Approval Date:	December 10, 2019
Date to be Reviewed:	2024
Responsible Department:	Financial Services
Related Bylaws:	

Policy Statement:

The Town of Didsbury 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 Didsbury.

1. Definitions

No definitions have been identified for this policy.

2. Responsibilities

2.1 Manager of Financial Services or their delegate:

2.1.1 Shall review and abide by guidelines contained within this policy.

3. Guidelines

3.1 Terms and Conditions:

3.1.1 All payments for eServices shall be in Canadian Currency.

3.1.2 Tax Certificate requests, once pre-paid, will be reviewed and processed at the Municipal Office and sent to the customer in a timely manner (business days only).

3.1.3 When completing an order, a printable receipt is displayed on screen to signify that that payment has been processed properly.

3.1.4 The Town of Didsbury currently accepts Visa and MasterCard for credit card processing transactions.



3.2 Return/Refund Policy

3.2.1 If a customer experiences a problem during the processing of an online transaction or wishes to request a refund, customers shall contact the Town of Didsbury at 403-335-3391 or email finance@didsbury.ca.

3.2.2 An overpayment may be refunded at the discretion of the manager.



3.3 Privacy Policy

3.3.1 Any personal information that the Town of Didsbury may garner via the corporate website is collected under the authority of section 32(C) of the *Freedom of Information and Protection of Privacy Act (FOIP)*. 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.

4. End of Policy