

### **REFUNDS AND RETURNS**

At Harness Racing NSW we take great pride in providing the highest quality service to all our Industry Participants and are committed to ensuring that we deliver excellence in all areas of customer service.

We strongly suggest that before paying up for a Licence or Series Fee, all requirements should be double checked as refunds may not be issued.

Should there be an issue once a payment has been processed on-line, an email may be sent to the finance team at [finance@hrnsw.com.au](mailto:finance@hrnsw.com.au) .

One of our team members will then assist you by reconciling your account and if an error can be corrected a credit will be processed on your account if required that will then be paid out in the next fortnightly stakes run.