

Dispute and Refund Policy

1. Overview

At Dahashiil Sydney, we aim to provide reliable and satisfactory money transfer and currency exchange services. However, we recognize that there may be instances where disputes arise or refunds are necessary. This policy outlines the procedures for handling disputes and refunds related to our services.

2. Eligibility for Refunds

Refunds are eligible under the following conditions:

Incorrect amount transferred or received.

Transaction not completed or unduly delayed.

Service not provided as described or agreed upon.

3. Non-Refundable Transactions

The following transactions are not eligible for refunds:

Completed transactions where the recipient has already received the funds.

4. Timeframe for Dispute and Refund Requests

Customers must submit a dispute or refund request within 30 days of the transaction date.

5. Procedure for Submitting a Dispute or Refund Request

1. Contact Customer Support:

Email: dahabshiilsyd@hotmail.com

Phone: (02)9649 9922

2. Provide the Following Information:

Transaction reference number

Date of the transaction

Description of the issue

Any relevant documentation or evidence supporting the claim

3. Review and Verification:

- Our customer support team will review the request and verify the details of the transaction.

6. Refund Process

Upon verifying the validity of the refund request, we will notify the customer of the approval or rejection of the refund.

If approved, the refund will be processed within 7 business days. The refund will be credited to the original method of payment or another agreed-upon method.

7. Dispute Resolution

If a dispute arises regarding a transaction, we encourage customers to contact our customer support team to resolve the issue amicably. In the event that a resolution cannot be reached, the following steps will be taken:

1. Internal Review:

- Our customer support team will conduct an internal review of the dispute and provide a response within 7 business days.

2. Mediation:

- If the internal review does not resolve the dispute, we may suggest mediation by a neutral third party.

3. Legal Action:

As a last resort, either party may pursue legal action. Any legal proceedings will be conducted in accordance with the laws of the jurisdiction in Australia.

8. Policy Updates

We reserve the right to update this policy at any time. Changes will be posted on our website, and the revised policy will take effect immediately upon posting.

9. Contact Information

For any questions or concerns regarding this policy, please contact us:

- Email: dahabshiilsyd@hotmail.com
- Phone: (02) 96499 9922