

# Refund Policy

Onsite Rental Group Limited  
Level 5, 52-58 William Street Woolloomooloo NSW 2011

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# Refund Policy

## Overview

Onsite Rental Group ("Onsite") is committed to its customers and ensuring their rights at law are protected in transactions with Onsite.

## Onsite's Refund Policy

It is mandatory that customers seeking a refund comply fully with Onsite's Standard Terms and Conditions of Hire.

## Refunds

Depending on the specific circumstances in which the equipment is being returned, a refund or a credit note may be appropriate.

Onsite may process a refund of amounts already paid to it for an anticipated hire period if a customer does not have a credit account with us and:

- The equipment breaks down or becomes unsafe to use during that period, and the same is caused or contributed to by an act or omission of Onsite; or
- A customer no longer requires the equipment (provided any minimum or fixed hire period has lapsed).

If you have an account with us, Onsite may issue you with a credit note if it is deemed that an overpayment has occurred in connection with your hire of our equipment.

Onsite may however, in its absolute discretion, elect to refund overpayments in lieu of issuing a credit note.