

Metcard Refund Application Form

Title (Mr, Mrs etc): _____ Surname: _____

Given name: _____ Date: ____ / ____ / _____

Postal address: _____

Suburb: _____ Postcode: _____

Home telephone: _____ Mobile: _____

Reason for refund (tick appropriate box)

- Illness
 - Change of travel circumstance
 - Industrial dispute
 - Mutilated ticket(s)
 - Unused tickets
 - Special consideration
 - Equipment or ticket malfunction
- Equipment serial number: _____

Ticket details

Metcard ticket type (eg Yearly, Daily etc): _____ Zone(s): _____

Full fare Concession (tick one) Amount paid: _____

Ticket serial no (back/front of Metcard): _____ Date purchased: ____ / ____ / _____

Purchased at (station/other locations): _____ Time purchased: _____

Date first validated: ____ / ____ / _____ Ticket expiry date: ____ / ____ / _____

Date ticket last used: ____ / ____ / _____

Full details of reason for claim: _____

Signature of applicant: _____



General Refund Information and Conditions

Refund applications must:

- be on a Metcard refund form
- fulfil as a minimum one of the reasons for refund set out below
- have the original ticket (where available) attached to the application form
- have supporting documentation (where applicable) accompany the application

Please note:

- Refunds cannot be processed 'on the spot' nor are cash refunds available. Approved claims will be refunded in either cheque or replacement ticket form and sent to you via Australia Post.
- A refund administration fee of \$9.80 will be deducted from all refunds except for industrial stoppage and equipment or ticket malfunction claims.
- No refund will be approved if the refund owing is less than the administration fee.
- A refund will be considered on expired tickets only in the case of illness and industrial dispute.
- All refunds are calculated based on the price paid for the ticket.
- The definition of a weekday is Monday to Friday inclusive, including public holidays.

Reasons for refund

Illness In all cases of illness a doctor's certificate(s) needs to be provided covering each day of the claim. A refund may be claimed for non-consecutive days. You may claim on Weekly, Monthly and Yearly tickets, plus Half Yearly and Yearly Student Passes – however, conditions apply to each ticket type.

Change of travel circumstances If your ticketing needs have changed due to a change of residence, employer or school, you may claim a refund on the unused portion of your ticket. Documentary evidence needs to be provided to support the claim – for example, a letter from an employer or school. Statutory declarations are not considered documentary evidence. Refund applications claiming change of travel circumstances may be claimed on Yearly tickets and Half Yearly or Yearly Student Passes.

Industrial stoppage Refunds may be claimed on Daily, Weekly, Monthly and Yearly tickets and Student Passes – however, some conditions do apply. A refund will not be approved if the ticket was used on alternate Metlink services on the days claimed.

Mutilated tickets A mutilated ticket is one that does not function because it has been accidentally damaged by the ticket holder. To obtain a refund, ticket information contained on the encoded magnetic stripe or the back of the ticket must be readable.

Equipment or ticket malfunction In cases of ticket malfunction, the ticket must be sent with the refund application.

Unused tickets An unused ticket is a ticket that has no expiry date printed on it.

Please note Metcard tickets supplied through the refund process are not transferrable or for re-sale.

Lodging your form

Complete the Metcard Refund Application Form. Then enclose the form, ticket and required documentation in an envelope. We recommend you keep a copy of the form for your own records. To lodge the application, send it to Metcard, Reply Paid 2114, Prahran Vic, 3181.

Please make sure that all relevant fields have been completed on your application form and all documentation is enclosed to help us process your refund promptly.

For further information, please contact the Metcard Helpline on 1800 652 313.

