

## ONLINE PAYMENT REFUND POLICY

All transactions processed via Candor Emergency Squad Inc online bill pay are eligible for a refund if you would like to cancel a payment for any reason within 24 hours of your transaction. We will also refund any payment made in error or if the payment is not currently due and creates a credit balance on your account. Refunds for payments that are correct and made on an outstanding balance will not be refunded unless approved by the Billing Manager. To request a cancellation of an online payment and refund of your payment please call our business office at 607-659-5529 within 24 hours of your transaction excluding Saturday, Sunday or Holidays. Online refunds will be processed as soon as they are approved via a credit to your credit card account. If you have questions regarding our refund policy, please call the Billing Manager at 607-659-5529.