

**Refund Policy for WebTraf Pty. Ltd. Trading as Ezi-Web (also applying to Licensee:
Network & Security Intelligence Pty. Ltd (ACN: 140 056 480). Trading as Elephant Wifi).**

This refund policy is part of the terms and conditions.

What you are Buying:

On this site we offer to sale to you Internet Credits for your purchase. The Internet Credits can be used to purchase internet assess at the appropriate location rates. You can view where you can use these Internet credits via the" Locations button". The locations button is found at the same location you were at when you followed the link to this information.

Your entitlement to refund:

You will have a 100% entitlement refund on your purchase up until:

- you first actually transfer any data from an allowed location or;
- seven days have passed since you purchased your credits.
- if you select a new plan at a location that is replacing a preselected plan that has not been used. your will be credits paid for the replaced plan will be credited to your account as part of the transaction. Credits will not be refunded if the plan to be replaced is not an existing plan that was setup for Auto renewing or the plan had commenced usage.
- There is no other entitlement of refund.

The limitations on refunds are because non recoverable commissions my have been paid out by us after your purchase.

Important note Please read :

If your account is not used for six months then your Internet Credits will laps and the balance will be zeroed and the account closed. Please also note that this will not effect other accounts you may have with Internet Credits available (unless they too have not been used for six months). Loosing old unused credits will not stop you from opening new accounts. We hope you do not find this unreasonable as it is done to minimise us being burdened with maintenance costs and fees that may relate to inactive accounts.
