

## FAQS

### How long will my refund take?

Once received, your bond refund request will be processed within 14 days. Please allow up to 21 days for the refund to be completed.

### What will happen with my returned card?

Returned access cards will be tested, before being reused for future Parkiteer users.

### Do I have to return my access card?

No, but by returning your card you are increasing the sustainability of the Parkiteer program. Cards in working condition are able to be recycled to future Parkiteer users.

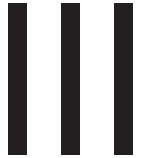
### I have two cards, can I get a refund for both?

The \$50 bond payment at sign-up is fully refundable to the Parkiteer member. We do not refund payments for additional cards purchased by Parkiteer members.

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**Delivery Address:**  
PO Box 24013  
MELBOURNE VIC 3001

No stamp required  
if posted in Australia



Bicycle Network  
Parkiteer Refunds  
Reply Paid 93444  
MELBOURNE VIC 8060



**PERSONAL DETAILS**

First name: \_\_\_\_\_ Last name: \_\_\_\_\_

Contact number: \_\_\_\_\_ Email: \_\_\_\_\_

Parkiteer location: \_\_\_\_\_ Card Number:

**Please tick to indicate reason(s) you are no longer using Parkiteer:**

- Now ride the whole way     Take bike on train     Drive instead     Moved interstate or overseas
- Don't own a bike anymore     Other: \_\_\_\_\_

**We're sorry to see you go, if you have any feedback please share it with us below:**

\_\_\_\_\_  
\_\_\_\_\_

**Fold here**



**YOUR  
CARD  
HERE**

**Fold here**

**PAYMENT DETAILS**

Account name: \_\_\_\_\_

BSB:    /       Account number:

Refunds are only available by direct deposit into a nominated bank account.

