

Policy No. ADM.74

EGov Refund and Exchange

Supersedes:

Amended:

Date Approved: January 12th, 2023

Department: Administration

Review Date:

Council Resolution No: 008.01.09.23

Rescinds:

Related Procedure: ADM.73 Internet Privacy

*The Municipal District of Spirit River No.133 Policy Manual*Policy Statement:

The Municipal District of Spirit River understands the necessity to provide information on the return or refund of monies from online payments for goods, services, or fees related to the business of the Municipal District of Spirit River No.133.

Procedure:

Responsibilities:

The Director of Corporate Services or their delegate: Shall review and abide by the guidelines contained within this policy.

Guidelines:

- All payments for eServices will be in Canadian Currency.
- Tax Certificates are available for request online. Upon payment being made, payment will be sent to the applicant as requested , once approved through internal municipality processes.
- When completing an order, a printable receipt is displayed on the screen to signify that payment has been processed properly.
- The Municipal District of Spirit River currently accepts Visa and Mastercard for credit card purchase transactions , Credit card payments are not accepted for Property Taxes.

Return/Refund Procedure:

If a customer experiences a problem during the processing of an online transaction or wishes to request a refund to be processed, customers can contact the Municipal District of Spirit River at 780-864-3500 or email at mdsr133@mdspiritriver.ab.ca. The Municipal District of Spirit River will arrange for the appropriate replacement of funds and/or services if necessary.

Privacy:

Any personal information that the Municipal District of Spirit River may garner via the corporate website is collected under the authority of section 32(C) of the Freedom of Information and Protection of Privacy Act (FOIP). The information is used solely for what is necessary for systems administration, request fulfillment, ensuring customer satisfaction and assessing our information services. Further, the information is kept only for the length of time necessary to fulfill the intended process.