

## **Refund Policy (Worldpay Credit Card payments)**

### **What if my card is refused?**

Cards are not refused by South Staffordshire Council but by your bank or card issuer. There could be many reasons this may happen and we suggest you contact your card issuer in the first instance if you incur a problem with your payment being declined.

### **Can I have a receipt?**

Yes. You will receive a confirmation of your payment on your screen after you make the payment. This will display your unique transaction number. You will also receive an email confirming the payment has been successful.

### **I've paid the wrong amount – can I have a refund?**

If you have overpaid your account please telephone our Customer Service team on 01902 696000 or email [info@sstaffs.gov.uk](mailto:info@sstaffs.gov.uk)

### **Cancelations**

You have a right to cancel your application 7 days after payment is made, to cancel your application please call our Customer Service team on 01902 696000 or email [info@sstaffs.gov.uk](mailto:info@sstaffs.gov.uk)