



Attach phone card or voucher here



Activata Prepay Ltd  
PO Box 2533  
Shortland Street  
Auckland 1140

## Application to void a sale

Applications to void must be received within these timeframes:

- Mobile top-up vouchers – **24 hours**
- Phone cards – **7 days**

Mobile top-up vouchers and Compass phone cards can be voided over the phone; please call 0800 960 000, enter your Activata customer number and 4 digit security PIN, then follow the automated instructions to void.

All other product must be returned to Activata with a copy of this form. Please complete all sections including reason for return. Applications to void will not be accepted without this form.

Customer Number		Date	____/____/____
Store Name			
Person Returning Product: Mr/Miss/Mrs/Ms			

I am the store owner or  I am authorised to act on behalf of this store

Brand			
Amount loaded	\$	Time of transaction	
Date of transaction		Transaction number (printed on receipt)	

If this application is to void a voucher that did not print, specify this below.

Reason for return of product:


## Important Information

Please be aware that no product can be voided once it has been used. **For your security, DO NOT refund mobile top-up vouchers that have been seen by a customer.**

A restocking fee of \$1 + GST will be charged on cards and vouchers returned for refund. Cards and vouchers that are faulty may be refunded without charge to the retailer at the discretion of Activata Prepay. The restocking fee will be charged for any mobile voucher which has printed and is legible. If the product returned has been used in part or in full, a total restocking fee of \$10 + GST will apply. Refunds are provided at the sole discretion of Activata. Please allow 14 days for processing.

Name		Date	
Signature			