

# Refund Policy

SCASPA strives to ensure accurate billing for all port and cargo handling services. Refunds are processed under the following guidelines:

## **Eligibility:**

Refunds may be granted for verified duplicate payments, system-generated overcharges, or erroneous billing.

## **Request Process:**

All refund requests must be submitted in writing to [onlinepayments@scaspa.com](mailto:onlinepayments@scaspa.com) within seven (7) days of the transaction. The request must include the electronic payment receipt (valid under the Electronic Transactions Act, 2011), the Bill of Lading, and a brief explanation for the dispute.

## **Review and Execution:**

Each request is reviewed by our Finance team on a case-by-case basis. Approved refunds will be credited back to the original payment method or issued via cheque within thirty (30) business days following the completion of our internal review.

## **Export Restrictions/Cancellations:**

Fees paid for services already rendered by SCASPA are strictly non-refundable.