



NWS SPIRIT FC PAYMENT POLICY

What happens after a payment is made?

Confirmation of payment will be sent via email to you

When is payment requested?

Payment will be requested in advance and the service is not available until payment is made

When is payment due?

Payment is due before the commencement of the service

Refund / Cancellation /Complaints Policy

Should you wish to cancel, you must email spirit@nwsf.com.au to determine if you are eligible for a refund. Conditions for refunds will normally be advised to you in advance.

If you are unhappy with the service provided, in the first instance email spirit@nwsf.com.au If not satisfied with the initial response you can ask that the complaint be referred to the NWS Spirit FC Board for further consideration.

In the instance of major faults/defects with a product purchased, NWS Spirit FC will abide by Australian Consumer Law, and you will have a choice between having the item repaired, replaced or seek a refund.

Privacy Policy

The NWS Spirit FC Privacy Policy is available [here](#)