

## FAQS

### How long will my refund take?

Once received, please allow up to 6 months for the refund to be completed.

### What will happen with my returned card?

Returned access cards will be tested, before being reused for future Parkiteer users.

### Do I have to return my access card?

Yes. In order for your refund to be processed, we will require your card to be returned.

### I have two cards, can I get a refund for both?

The \$50 bond payment at sign-up is fully refundable to the Parkiteer member. We do not refund payments for additional cards purchased by Parkiteer members.

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**Delivery Address:**  
PO Box 24013  
MELBOURNE VIC 3001

No stamp required  
if posted in Australia



Bicycle Network  
Parkiteer Refunds  
Reply Paid 93444  
MELBOURNE VIC 8060



## PERSONAL DETAILS

First name: \_\_\_\_\_ Last name: \_\_\_\_\_

Contact number: \_\_\_\_\_ Email: \_\_\_\_\_

Parkiteer location: \_\_\_\_\_ Card Number:

Request a refund and: ☐ remain a member **OR** ☐ cancel membership

If no longer using Parkiteer, please tick to indicate reason(s) why:

- ☐ Now ride the whole way ☐ Take bike on train ☐ Drive instead ☐ Moved interstate or overseas  
☐ Don't own a bike anymore ☐ Other: \_\_\_\_\_

We're sorry to see you go, if you have any feedback please share it with us below:

Fold here



**YOUR  
CARD  
HERE**



Fold here

## PAYMENT DETAILS

Account name: \_\_\_\_\_

BSB:    /    Account number:

Refunds are only available by direct deposit into a nominated bank account.

