



Subscription Fee

The subscription fee payable to 1-Stop has an initial 30-day money back satisfaction guarantee. If you are not completely 100% satisfied with our services and facilities within the first 30 days of signup, you will be given a full refund of the contract amount excluding setup fees and administration fees (if any).

This policy does not apply to any the additional chargeable facilities utilised during this period such as Alerts and Notifications messages.

All cancellations must be made in writing, e-mail to helpdesk@1-stop.biz.

Refund Policy for Subscription and ComTrac Renewals

Renewals will be refunded if 1-Stop is notified within the first 7 days following renewal date. No refunds will be granted for notifications received after this date. Any refund will be calculated on a pro-rata basis, less any management fees.

Refund Policy for MSICs and the Notifications and Alerts Service

Upon acceptance of the Terms and Conditions of use of an MSIC and the Notifications and Alerts Service, refunds are not applicable. For Notifications and Alerts, any created by the subscriber are self-managed and 1-Stop will not be held responsible for incorrect or unauthorized usage of this service.

1-Stop will not be liable for any claims of non-receipt of services that was a result of an incorrect email address and/or mobile number provided by you to 1-Stop. The customer is responsible for providing correct/working e-mail address and/or mobile numbers.

If incorrectly charged, by Direct Debit or Credit Card, you agree to immediately advise helpdesk@1-stop.biz. A claim from you which has been approved by 1-Stop will need to be made in writing and mailed to

1-Stop Connections Pty Ltd
PO Box 206
Rockdale
NSW, 2216

Fraudulent Credit Card Charges or Fraudulent Claims

All requests to negate charges are investigated by our technical department and legal department. If you make a fraudulent claim of unauthorized card usage, we will report this to the credit card services.

Important Information

In order to obtain a refund you must provide your correct e-mail address and/or mailing address to 1-Stop. 1-Stop will not be liable for any claims of non-receipt of refund that was a result of incorrect details provided by you to 1-Stop. The customer is responsible for providing the correct details.

Policy Changes

1-Stop reserves the right to modify this Refund Policy at its discretion, or against any customer it believes is abusing this policy. Any such revision or change will be binding and effective immediately after posting of the revised Refund Policy on 1-Stop's website. You agree to periodically review our website, including the current version of our Refund Policy. Our refund policy is made available on our website. It is your obligation to review our refund policy for any such revisions