



REFUND REQUEST FORM

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1. Customer Information

Customer type:	☐ Individual (B2C) ☐ Business (B2B)
Full name / Company legal name	
Email address	
Telephone / Country	
Billing address	
Company tax ID (if applicable)	

2. Original Transaction

Order / Invoice reference	
Payment date	
Product or service purchased	
Amount paid and currency	
Payment method / Transaction reference	
Voucher / Registration ID (if applicable)	

3. Refund Details

Reason for refund	
Requested refund amount and currency	
Voucher status (if applicable):	☐ Unused ☐ Activated ☐ Redeemed ☐ Not applicable
Supporting documents attached	
Additional explanation	

Declaration and Authorization

I request review of this refund under the applicable Refund & Cancellation Policy. I understand that approval is not automatic; exchange-rate differences and non-refundable third-party charges may apply where legally permitted. Refunds are normally returned to the original payment method. Do not include complete card numbers or security codes.

☐ I confirm that the information provided is accurate and I have reviewed the applicable NEN policies and service conditions.

Customer / Authorized Representative Signature	Date (DD/MM/YYYY)

For NEN internal use only: Reference _____ Reviewed by _____ Status _____