Bond receipt and refund

DBE 10 | Version 1 | Booking or job reference _____

Record bond payment assessment and refund separately from the hire fee.

Provide an itemised explanation and evidence for proposed deductions. Do not store full card details. Record any dispute and return any undisputed amount under the agreed terms.

Details and record

Customer and booking reference: _____

Bond amount payment date and receipt number: _____

Payment method and transaction reference: _____

Return inspection date and inspector: _____

Proposed deduction evidence and calculation: _____

Customer advised date and response: _____

Undisputed refund amount and date: _____

Disputed amount and resolution pathway: _____

Approved by and customer acknowledgement: _____

Additional notes or actions

_____

_____