## **Refund Policy**

## **Confirmation of bill amount**

Prior to payment of the bill, please ensure that you are satisfied with the bill. If you feel there is any error or have any reservations about the bill, please contact us at 331 4949 or mail us at <a href="mailto:epay@stelco.com.mv">epay@stelco.com.mv</a> and inform us. If the bill was issued outside of Male' please contact the respective island powerhouse.

## Refund procedure

If it is found that we have to refund the customer, the customer should submit the following:

- 1. A notification in writing inclusive of the Account Number, Bill Number and Contact Number
- 2. Copy of the Owner's National Identification Card

These documents must be submitted to STELCO Head Office or the respective STELCO Island Powerhouse. Please note that refund will be issued to the **owner of the premises**.

Customer will be refund within 5 business days