



NGV Refund Policy

NGV refund policy is based upon fair and reasonable expectations of refunds and/or credits.

1. If you have overpaid your monthly service fees, your account will be credited with the amount you have overpaid. If you have stopped obtaining the service, we will use reasonable endeavors to notify you that you have overpaid and refund the overpayment.
2. If you have suffered a significant loss of access to, or use of, the service and the loss was not as a result of circumstances reasonably attributable to you or equipment that we are not responsible for, such as equipment that is owned by you or is not provided us by for you to use in connection the service; you will be entitled to a refund or a rebate of any monthly service fees for the period in which your access or use was interrupted. This refund will be credited to your account. If you have stopped obtaining the service, we will use reasonable endeavors to notify you that you have overpaid and refund the overpayment.
3. We will refund any over payment on your account, and any money paid in advance, if you cancel obtaining services from us and the credit applicable exceeds your cancellation date and end of billing cycle date.
4. If your service is suspended and the suspension was not a result of circumstances reasonably attributed to you or equipment that we are not responsible for, such as equipment that is owned by you or is not provided by us for you to use in connection with the service, you will be entitled to a refund or a rebate of any monthly service fees paid for the period of suspension. This refund will be credited to your account. If you have stopped obtaining the service, we will use reasonable endeavors to notify you that you have overpaid and refund the overpayment.
5. You are entitled to a refund if you have suffered significant interruptions in your use of the service resulting from a fault or negligence by NGV. This refund will be for any monthly services fees paid for the period of interruption. This refund will be credited to your account. If you have stopped obtaining the service, we will use reasonable endeavors to notify you that you have overpaid and refund the overpayment.