

Payment Details

Payment Not Credited

I paid by credit card online

If a payment has been charged to your credit card but has not been credited to your Indian Heritage account, please contact us at 1300 696 698. When you get in touch, please make sure you include the date and time you made the payment and the amount you tried to credit.

If you receive an error (such as 'declined' or 'invalid card',) please contact your bank. Errors incurred when processing a credit card payment online are generated via responses from your bank and card provider.

I paid by credit card over the phone

If you were told that your payment was successful but it hasn't been credited to your Indian Heritage Account, please contact us at 1300 696 698.

When you contact us make sure you include the time and date of your payment and the amount you tried to credit.

I sent a cheque

It can take **at least 3 - 5 business days** for your cheque to reach us. We process all payments as soon as they arrive. If your payment has not been credited after five business days, please contact us at 1300 696 698.

Refund accidental payment

If you've made an accidental payment to your Indian Heritage account and need it refunded, we can refund this for you.

Credit or debit card payments will be refunded to your card.

Cheque payments will be refunded by direct credit to your bank account. You'll need to provide your bank account details for this refund to be processed.

If your payment was over \$500.00, we may need additional information from your bank.

If you prefer to talk to us directly please call us at 1300 696 698.

Want further assistance?

Available 09:00 AM - 07:00 PM, Mon - Sat

We aim to respond within 1-2 days
email us at: help@indianheritage.com.au

Payment Details

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