



AUSTRALIAN MATHS TRUST

AMT Refund Policy	
Policy Number: 23RP	Effective date: 26 February 2024
Policy Owner: AMT CEO	Policy Custodian: Director – Finance & Administration
Date of last review: September 2026	Date of next review: September 2028
Other relevant policies/guidelines:	AMT Terms and Conditions

Definitions	
AMT Customer	An individual or entity that purchases, or has purchased, an AMT Product or Service.
AMT Fault	A failure, malfunction, error or delay attributable to AMT that materially affects the delivery of, or an AMT Customer's access to, an AMT Product or Service. Examples include an AMT online platform failure or the non-delivery of competition papers or publications.
Business Days	Business Day means a day other than a Saturday, Sunday or public holiday in the Australian Capital Territory. Where a time is specified, it is based on Australian Eastern Time.
Cancellation	The cancellation of an order or purchase before an invoice has been issued or payment has been received.
Force Majeure	An event beyond the reasonable control of AMT or the AMT Customer that prevents or materially disrupts the delivery of, or access to, an AMT Product or Service. Examples may include natural disasters, bushfires, floods, public health emergencies, government restrictions, significant infrastructure failures or similar events.
Notice Date	The date by which AMT must receive a refund request for the request to be considered under the change-of-circumstances provisions of this policy.
Official Date	The date or dates on which an AMT competition, program or service is scheduled to be delivered or made available, as published on the AMT website or otherwise notified by AMT.
Purchase Date	The date on which an order is placed or a purchase is completed.
Refund	A full or partial repayment, credit or adjustment provided in relation to an AMT Product or Service.
AMT Products and Services	Any product or service supplied by AMT, including, but not limited to: • Entries to open competitions and programs (e.g. AMC, CAT, Challenge) • Entries to invitational competitions • Paid Problemo subscriptions • Olympiad training or selection schools or mentoring programs • Curious Minds programs • AMT Shop purchases • Any other fee for product or service provided by AMT from time to time



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I. Purpose

This policy sets out the circumstances in which AMT may provide a refund to an AMT Customer and explains how a customer may submit a refund request.

Nothing in this policy excludes, restricts or modifies any rights or remedies available under the Australian Consumer Law or any other applicable law.

II. Eligibility

Subject to an AMT Customer's rights under applicable law, AMT may provide a refund in the circumstances set out below.

a. Events outside the customer's control

AMT may provide a full refund to an AMT Customer where one or more of the following events disrupt the AMT Customer's ability to access the product or service:

- a Force Majeure event;
- a government-mandated shutdown affecting a jurisdiction or one or more schools; or
- an AMT Fault.

The form and amount of any refund will be determined having regard to the extent to which the AMT Product or Service was delivered or made available.

b. Change of circumstance refunds

AMT may provide a full or partial refund where an AMT Customer asks to cancel or vary a purchase and AMT receives the request by the applicable Notice Date, subject to the conditions in Schedule 1.

Change of circumstance refunds apply to:

- the full cancellation of a purchase; or
- a variation that reduces the amount payable for an AMT Product or Service.

If an AMT Customer purchases the incorrect item, AMT may approve a refund for that item. The customer must place a separate order for the correct AMT Product or Service.

III. Circumstances in which a discretionary refund will generally not be provided

Subject to an AMT Customer's rights under applicable law, AMT will generally not provide a discretionary refund where:

- a registered student or teacher is unable to access or participate in the product or service because of illness, external commitments, scheduling conflicts or other changes within the school environment;
- AMT receives the refund request after the applicable Notice Date;
- AMT has already considered and declined the same refund request, and the customer has not provided any new relevant information; or
- AMT has already processed the applicable refund.



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IV. AMT discretion

AMT may, at its discretion, provide a full or partial refund in exceptional circumstances not otherwise addressed in this policy. In exercising this discretion, AMT may consider the circumstances of the request, any costs already incurred by AMT, the extent to which the product or service has been supplied, and whether a refund would be fair and reasonable.

This discretion does not limit any rights or remedies available under applicable law.

V. Applying for a refund

To request a refund, an AMT Customer must submit a written request to the email address specified in Schedule 1. For a change-of-circumstances refund, AMT must receive the request by the applicable Notice Date and the customer must satisfy any relevant conditions in **Schedule 1**.

The request should include:

- the AMT Customer's name and customer number, if applicable;
- the name and contact details of the person submitting the request;
- the relevant AMT Product or Service;
- the original purchase amount;
- the invoice or order number;
- whether a full or partial refund is requested;
- the reason for the request; and
- any supporting information reasonably required by AMT.

AMT will acknowledge receipt of the request and advise the customer of the outcome within 30 calendar days. If a refund is approved, AMT will process it as soon as reasonably practicable using the original payment method, where possible. The time taken for the funds to appear in the customer's account may depend on the relevant financial institution or payment provider.

Schedule 1 – Notice Date

The Notice Date and Conditions (if relevant) apply to the following purchases:

Product or Service	Notice Date and Conditions	Email to send notification
Open competitions – paper	The advertised date that print entries close.	competitions@amt.edu.au
Open competitions – online	The advertised date that online entries close.	competitions@amt.edu.au
Invitational competitions - paper	At least 14 calendar days before the first Official Date for the competition	olympiads@amt.edu.au
Invitational competitions - online	At least 5 Business Days before the first Official Date for the competition	olympiads@amt.edu.au



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Maths Challenge and Enrichment programs	The advertised date that entries close. Refund will only be processed once printed AMT materials have been returned to and received by AMT.	competitions@amt.edu.au
Maths Challenge at Home program	Within 2 Business Days after the Purchase Date	info@problemo.edu.au
Problemo Plus Subscription	Within 5 Business Days after the subscription renewal date	info@problemo.edu.au
Olympiad Training and Selection Schools and camps - virtual	2 weeks prior to the first Official Date of the Training or Selection School	olympiads@amt.edu.au
Olympiad Training and Selection Schools and camps – face to face	At least 6 weeks before the first Official Date of the Training or Selection School	olympiads@amt.edu.au
AMT Shop – digital products	Within 2 Business Days after the Purchase Date	logistics@amt.edu.au
AMT Shop – printed products	Within 2 Business Days after the customer receives the product. Any approved refund will be processed only after the materials have been returned to and received by AMT in a condition reasonably acceptable to AMT.	logistics@amt.edu.au



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DOCUMENT VERSION CONTROL			
VERSION NUMBER	DATE	CHANGES	STAFF MEMBER
1	26 February 2024	New	AMT CEO
2	16 June 2026	Minor changes, email addresses updated	HR Manager
3	September 2026	Detailed review and wording updates.	A/COO