



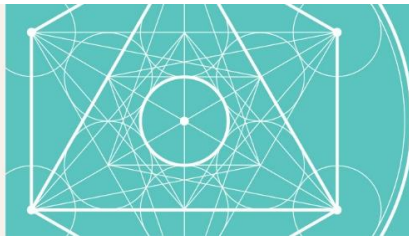
AMT Refund Policy

Policy Number: 23RP	Effective date: 26 February 2024
Policy Owner: AMT CEO	Policy Custodian: Director, Corporate Services
Other relevant policies/guidelines:	Date of next review: 1 February 2025
AMT Terms and Conditions	

1. Definitions

AMT Customer	An individual or entity that has purchased an AMT product or service
AMT Fault	Product or service malfunction or delay (for example online platform failure or non-delivery of competition papers or publication)
Business Days	9 am to 5 pm Australian Eastern Time (AET) Monday to Friday excluding Public Holidays in the Australian Capital Territory.
Cancellation	The cancellation of a purchase before the invoice has been issued or paid.
Force Majeure	Includes act of God, bushfire, etc
Notice Date	The date by which notice must be provided in order for an AMT Customer to be eligible for a refund.
Official Date	The day or days that the AMT competition, program or service is to be made available as listed on the AMT website
Purchase Date	Date of purchase or order
Refund	Any adjustment to an invoice issued to an AMT Customer for an AMT product or service.
AMT Products and Services	Any AMT product or service including (but not exclusively): <ul style="list-style-type: none"> • Entries to open competitions and programs (eg 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

2. Purpose



This policy sets out the circumstances under which AMT will provide refunds to AMT Customers. It also sets out how to apply for the refunds.

3. Eligible refunds

The AMT reserves its rights to issue a refund in the following circumstances and at its absolute discretion.

a. No fault refunds

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:

- Force Majeure
- Government mandated shutdown of a jurisdiction or specific school(s)
- AMT Fault

b. Change of circumstance refunds

AMT may provide a partial or full refund to an AMT Customer where the AMT Customer provides notification of a request to cancel or change their purchase in accordance with the Notice Date and conditions outlined in Schedule 1.

Change of circumstance refunds apply to:

- Full cancellation of a purchase
- Variation to a purchase which result in a lower amount payable for the product or service.

If the full cancellation of a purchase is due to the AMT Customer purchasing the wrong item, the Refund will be approved, and the customer will need to purchase the correct product or service as a separate transaction.

4. Refunds not considered

The AMT will not provide a Refund to an AMT Customer in the following circumstances:

- Registered students/teachers were unable to access the product or service due to illness, other external commitments or changes within the school environment such as to scheduling conflicts;
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- The AMT Customer makes a request for a Refund after the Notice Date;
- The AMT Customer's request for a Refund has already been denied;
- A refund has already been processed.

5. AMT discretion

AMT may provide a Refund, in whole or in part, at its absolute discretion, in any circumstance not otherwise articulated in this policy.



6. Applying for a refund

To apply for a refund, AMT Customers must provide a written request via email to cancel or change their purchase in accordance with the notice date and conditions and email address listed in in Schedule 1.

Requests must clearly outline:

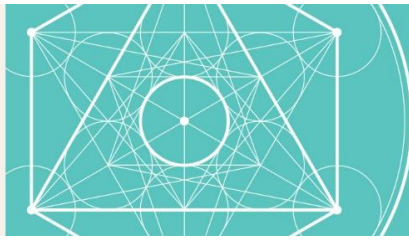
- The AMT Customer name and customer number (if applicable),
- contact name and contact details,
- the AMT service or product,
- the original purchase amount and value,
- invoice or order number,
- and the variation requested (either full or partial).

The AMT will provide confirmation of the refund and process within 30 days.

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	2 weeks prior to the first Official Date for the competition	Highperformance@amt.edu.au
Invitational competitions - online	5 business days prior to the first Official Date for the competition	Highperformance@amt.edu.au
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
Problemo Plus Subscription	5 business days after the subscription renewal date	Problemo@amt.edu.au
Olympiad Training and Selection Schools and camps - virtual	2 weeks prior to the first Official Date of the Training or Selection School	Highperformance@amt.edu.au



Olympiad Training and Selection Schools and camps – face to face	6 weeks prior to the first Official Date of the Training or Selection School	Highperformance@amt.edu.au
Curious Minds program camps	4 weeks prior to the first Official Date of the camp	Curiousminds@amt.edu.au
AMT Shop – digital products	2 business days from the order	Shop@amt.edu.au
AMT Shop – printed products	2 business days of receipt of the product. Refund will only be processed once the product has been returned to, and received by, AMT.	Shop@amt.edu.au