

Your MyRepublic account may be in credit due to various reasons such as:

- Overpayment
- A billing error
- Final bill
- Point of sale error or Service issues

However, if we investigate a request and deem that a charge is valid, we won't provide a credit/refund.

Credits/Refunds can only be requested by the Account holder.

If your account is in credit, you can choose from the below options:

1. The credit on your account will be deducted from your future invoices
2. Request a refund by completing the credit form [here](#). It may take up to 5 - 7 business days for the refunds to appear on your nominated payment method.

If you want to check on a refund, or for all other queries [chat](#) with us.