

REFUND POLICY

Refund Policy

Payment or Credit Balance tied to the water account is not refundable, reversible and/or transferable to other water accounts. User shall ensure that the payment is made correctly. PBAPP shall not be responsible for any error caused by the user. On a case to case basis, PBAPP may refund, adjust, reverse and/or transfer at its sole discretion upon application made by the user at PBAPP Customer Care Centres.