

## **Cancelling/Voiding or Refunds of Payment Card Transactions**

By using this site, you understand that all payments processed by Welenken CPAs are for accounting related services you have previously had rendered through our firm.

Welenken CPAs may be listed on your credit/debit/HSA card statement for payments made through this website. If you have questions, please contact the billing department at the telephone number listed on your billing statement.

### **Cancelling/Voiding a Payment**

All payments submitted through this website or by payments by phone may be processed at 12:00 AM (midnight).

Any request to Cancel/Void a payment received by 5:00 PM the date the payment was made may be processed that same date.

When requesting a cancellation/void of your card payment, please have the following information available to make the process as easy as possible:

- Your Name
- The Date and Time the payment was made through this website or by phone
- Your Payment Authorization Code provided at the end of a successful payment
- The last four (4) digits of the card used to make the payment
- The Statement ID for which the payment was made

Failure to provide this information could slow the cancellation/void process.