

TERMS AND CONDITIONS

Introduction

These Terms and Conditions govern the provision of refund and unclaimed money recovery services ("Services") by Mason Vector ("we", "us", "our") to the client ("you", "your"). By engaging our Services, you agree to be bound by these Terms.

Scope of Services

We assist individuals and businesses in locating and reclaiming unclaimed or lost funds held by government agencies, corporations, or financial institutions. Our role includes conducting research, lodging claims, and liaising with relevant bodies to finalise recovery. We do not provide legal, financial, or taxation advice.

Fees and Payment

Our service operates on a commission basis, typically 15% of the recovered amount, unless otherwise agreed. Fees are payable upon successful recovery. All fees include GST unless otherwise stated.

Client Obligations

You agree to provide accurate and complete information to enable us to act on your behalf. Failure to provide accurate information may result in delay or termination of Services.

Authorisation

By engaging our Services, you authorise us to act on your behalf with relevant agencies and institutions solely for the purpose of locating and reclaiming funds.

Limitation of Liability

We are not liable for loss, damage, or expense arising from delay, inaccuracy, or omission outside our control. Liability is limited to the amount of our service fee. Nothing excludes your rights under the Australian Consumer Law.

Confidentiality

We handle all client information in accordance with our Privacy Policy and applicable laws. Your data will not be disclosed to third parties without consent unless required by law.

Termination

Either party may terminate the engagement in writing. If you terminate after we have submitted a claim, you may still be liable for reasonable administrative or commission fees.

Governing Law

These Terms are governed by the laws of Queensland, Australia. Any disputes shall be resolved in the courts of Queensland.

Amendments

We may update these Terms at any time. Updated versions will be published on our website and take effect immediately.