

FortisAlberta Inc. Refund Policy for  
**Distributed Generation Studies**

Effective as of May 15, 2019

FortisAlberta Inc. is referred to as the “**Company**” and Cardholder/project customer is referred to as the “**Customer**”.

All credit card transactions are subject to the terms and conditions of the Visa and Mastercard rules and regulations.

Any and all transactions that are refunded or reversed to the Customer must be returned to the original credit card that was authorized.

Project Cancellation or Adjustment:

Should a project be cancelled or adjusted, the Company will conduct a review of all the specific project costs. If such a review determines that there are outstanding amounts owing to the Customer from the Company, the Company agrees to refund the difference within 90 calendar days from the date the original cancellation review or adjustment was conducted.

All disputes under this Refund Policy shall be resolved pursuant to the arbitration process set out in Article 15 of the FortisAlberta [Customer Terms and Conditions](#).