

Land Information

FACT SHEET

March 2005

Procedure for requesting a credit on a Landonline account

LINZ has a standard procedure for customers requesting a credit, for instance following incorrect charges to an invoice, printing problems, or incorrect Digital Certificate or annual maintenance fee charges.

Here's a step-by-step method for requesting a credit:

Where you've received an incorrect invoice:

1. Circle item and dollar amount on the invoice and write on the invoice the reason for the credit.
2. If there is more than one item total the amount to be credited, write this on the invoice and also add the reason for the credit
3. Fax or post the invoice to LINZ (details below).

If the charge has already been paid on lodgement:

1. Include the cheque number, the cheque number and amount, and the date the cheque was presented
2. Fax or post the copy invoice to LINZ (details below) with the payment. The invoice can be short paid as long as an explanation of the short payment is included.

If you've received a fees report, but no invoice:

1. Circle the duplicates on the fees report
2. Write a brief explanation of the reason for the credit request and fax it – preferably on the same day - or post to LINZ (details below)

If you receive electronic invoices:

1. Print the invoice
2. Circle item and dollar amount on the invoice and write the reason for the credit on the invoice
3. If there is more than one item total the amount to be credited and write this on the invoice as well as the reason for the credit
4. Fax or post the invoice to LINZ (details below).

LINZ contact details:

0800 665 463
info@linz.govt.nz
Fax 04 4600161

Postal Address: LINZ Customer Support, National Office, Lambton House, 160 Lambton Quay, or Private Box 5501, Wellington.