

# 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 charges.**

**The process for requesting a credit follows.**

## **If 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. Scan and email or fax the invoice to LINZ (details below).

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

1. Circle the duplicates on the fees report.
2. Scan the document.
3. Write a brief explanation of the reason for the credit request in the title field of an email, attach the scanned document to the email and send it to LINZ.

### **LINZ CONTACT DETAILS FOR CREDITS**

Email: [customersupport@linz.govt.nz](mailto:customersupport@linz.govt.nz)

Ph: 0800 ONLINE (0800 665 463)

Fax: 03 366 6422