

How do I request a refund?

Select from the options below to ask a question about the Intellectual Property Office or this website.

What would you like information on?

Requesting refunds for the over payment of IPONZ fees

You may be eligible to a refund if the fees attached to your application, renewal, document or request for service, here after referred to as application, were overpaid.

For example:

- the fees paid were greater than fee required
- the fee was not required

All requests for refunds will be considered on a case by case basis depending on the nature of the overpayment. You need to write to us and request the refund. Written requests can take the form of a letter, fax or e-mail but must include the following information:

- receipt date
- receipt number
- how you paid the fees i.e. manual or online payment system
- amount you are requesting be refunded
- why you think a refund is payable
- name of person/organisation the refund is to be paid to

If you have paid the fees using our direct debit system, the refund will show as an adjustment on your next direct debit statement.

If you paid the fees by any other payment method your refund will be direct credited into your bank account unless you specify you would prefer a cheque. You will need to complete a Vendor Direct Credit form and attach it to your refund request so we have your bank account details.

Your refund request and [Vendor Direct Credit form \[116 kB PDF\]](#) (if applicable) should be forward to our Corporate Services team.

Please note that refunds will not be processed in the following circumstances:

- a) Where the applicant has chosen to pay GST with their application. If the fees attached to an application include GST, the office will assume GST is payable by the applicant and receipt that GST.
- b) Refunds will not be processed once an application has been receipted and work has commenced on, or been completed on processing the application.

You can choose to pay for all IPONZ fee-bearing services by direct debit account or credit card giving you more certainty that fees will not be overpaid or underpaid. Credit card authorisation forms are attached to all forms for fee bearing transactions.

You can set up a direct debit account online. For more information please see [How do I manage my login?](#)

If none of the above has answered your question, please send your [question](#) to the Intellectual Property Office team.