



for everyone, everyday

Customer Refund Code

UPFIELD
WERRIBEE
ALAMEIN
BELGRAVE
CRANBOURNE
FRANKSTON
LILYDALE
HURSTBRIDGE
SYDENHAM
CRAIGIEBURN
WILLIAMSTOWN



Customer Refund Code

At Metro, we understand there are circumstances in which it is necessary to replace or refund tickets our customers have purchased.

If your myki card fails when you use it or your Metcard fails to validate, first check that you have touched on / touched off your myki card correctly or inserted your Metcard correctly. Your myki is scanned against a myki reader and the arrow on the Metcard must be pointing to the validator and its front face must be facing you. Your myki or Metcard are valuable items and should be treated and stored carefully. Faulty myki cards or Metcards will be replaced, however those damaged through misuse will not be. To be eligible for replacement, the card must not show any sign of physical or magnetic damage.

Full details regarding circumstances under which a myki card or Metcard can be replaced or refunded are available on the Metlink website (www.metlinkmelbourne.com.au). If you believe you are entitled to a ticket replacement or refund, you can obtain a refund form and a reply-paid envelope from:

- Metro Premium Stations
- The MetShop at the Melbourne Town Hall, (corner of Swanston and Little Collins Streets, Melbourne)
- The myki Discovery Centre at Southern Cross Station or calling 13 6954 (13 myki)
- The Metcard Helpline on 1800 652 313
- By downloading a Metcard or myki refund form from the Metlink website www.metlinkmelbourne.com.au

For more information on refunds and replacement tickets on Victorian public transport, refer to the Victorian Fares & Ticketing Manual (General) available for download from Metlink Melbourne website at www.metlinkmelbourne.com.au