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## Refund Service Standard

- Requests must have name, address and FBR number of the person requesting the refund
- Requests must come directly to the office as stated in the Agricorp's refund instructions. Requests sent to Agricorp and forwarded to us will not be accepted
- Requests must have a valid FBR number and therefore **must** come **after** payment has been received by the CFFO. Requests that arrive **before** payment **will not** be held but returned to the sender
- Refunds are issued 30 days after the request is received. No exceptions will be made
- Requests will not be accepted after May 30 (90 days after the March 1 deadline)