

## Warwickshire Registration Service –

### CAMDEX Refund Policy.

Refunds relating to the issue of birth, death and marriage certificates from applications bearing a CAMDEX system reference number, will be made only in circumstances where there is an error made by register office staff issuing the certificate.

#### Refunds will be made:

1. Where a birth, death or marriage certificate issued to the applicant mistakenly bears either a transcribing error or a copying error making it a technically incorrect copy of the register entry specified
2. Where a birth, death or marriage certificate may have been issued by mistake from a birth, death or marriage entry other than that reference specified on the on-line application

#### No refunds will be made:

1. Where the birth, death or marriage certificate issued matches the CAMDEX reference specified on the on-line application form.
2. Cases where applicants discover, on receipt of the certificate, that it does not relate to the person to whom they had hoped it would relate or perhaps does not bear the information they had hoped it would bear.

Applicants who request certificates for family history research are particularly advised to read carefully the above refund policy before completing an on-line transaction.