Charged twice? Here’s what to do

Nationally Coordinated Criminal History Checks · https://workerchecks.com/tl/mga-doc/charged-twice-heres-what-to-do/

If you think you have been charged twice for a police check, don't worry — duplicate charges are easy to resolve, and in many cases the "second charge" is just a temporary bank hold that clears on its own. This article helps you check what actually happened and, if it is a genuine duplicate, how to get the extra charge refunded quickly.

First — check whether you were actually charged twice

Sometimes what looks like two charges is actually one payment plus a temporary authorisation hold, which drops off on its own. Before requesting a refund, check the following:

- **A pending authorisation** — some banks show a temporary "pending" amount alongside the real charge. Pending holds usually disappear within 1–5 business days without any action.
- **Two genuine separate orders** — if you clicked "pay" twice, or completed checkout on two devices, two real checks may have been created. Log in to your CheckHub to see how many checks are on your account.

> **Quick check:** Log in to your CheckHub account with the mobile number you used at checkout. If you see only one check, you have only been charged for one — any second amount on your statement is a pending hold that will clear on its own.

If you have genuinely been charged twice

If your CheckHub shows two checks, or your statement shows two identical completed charges, we will refund the duplicate promptly. Here is what to do:

Step 1 — Contact us with your details

Email us at ask@workerchecks.com or use live chat, and include:

- The mobile number or email you used at checkout
- The date of the charges

- The amount charged (and how many times)

Step 2 — We verify and refund the duplicate

We will locate both transactions, confirm the duplicate, and refund it to your original payment method. You keep the one check you need; the extra charge is returned.

> **How long does the refund take?** Once we process the refund, it typically appears back on your card or account within 5–10 business days, depending on your bank. We will confirm by email when the refund has been actioned on our end.

How to avoid a duplicate charge

Duplicate charges most often happen when a checkout page is clicked more than once, or a payment is retried after a slow connection. If a payment seems to hang, wait a moment and check your email or CheckHub before trying again — your first attempt may have already succeeded.

Frequently asked questions

I have been charged twice for my police check — what do I do?
First, log in to your CheckHub to see how many checks are on your account. If you only see one, the second amount is likely a pending authorisation hold that will clear on its own. If you see two checks, email ask@workerchecks.com and we will refund the duplicate.

Is the second charge a real payment or just a hold?
Some banks show a temporary pending authorisation alongside the real charge. Pending holds usually disappear within 1–5 business days. If both amounts are showing as completed (not pending), contact us and we will check.

How long does a duplicate refund take?
Once we process the refund it typically appears back on your original payment method within 5–10 business days, depending on your bank. We will email you when we have actioned it.

Will refunding the duplicate cancel my police check?
No. You keep the one check you need — we only refund the extra, duplicate charge. Your valid check continues as normal.

I paid twice using different emails or phone numbers. Can you still help?
Yes. Give us both the email/mobile combinations you used at checkout and we will locate both

transactions, confirm the duplicate, and refund it.

Can I get my $52 back / get a refund?

If you were charged twice, we refund the duplicate as described above. For any other refund request — for example, you bought the wrong check — see our refund policy or email ask@workerchecks.com with your order details.

I've paid (you took my money) but I can't start or continue my check. What do I do?

Your payment is safe. Log in to your CheckHub with the mobile number you used at checkout to continue your application, and see I've paid – what happens next?. If you still can't get in, email ask@workerchecks.com or use live chat and we will help you finish your check.