



eVA Billing Refund Policy

Welcome to the eVA Billing and Payment Portal, your source for information about eVA fees, invoices, payment options, reconciliation reports, and more.
[eVA Refund Policy \(Updated 12/03/2009\)](#)

Vendor credit balances that are reflected on eVA fee invoices are refundable upon validation of the credit balance by eVA Billing Customer Care.

To request refund of a credit balance, the vendor must contact eVA Billing Customer Care at 866-289-7367, Option 2.

Generally, refund requests are processed within 14 days after receipt of request.