

P-FR-001

Policy – Online Donation Refunds

1. Policy purpose

The APC seeks and receives online donations through its website.

The APC recognises that sometimes donations are made in error and it does not seek to be the recipient of donations that are not willingly given.

This policy governs the conditions under which the APC will refund donations and the processes to be followed.

2. Policy statements

2.1 The Australian Paralympic Committee will refund any donation given in error for a period of 30 days.

3. Conditions

3.1 Any refunds will be made by credit to the card used for the original online donation.

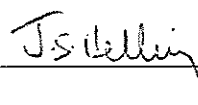
3.2 No refund is available if more than 30 days has elapsed since payment of an online donation.

3.3 All requests for refunds must be made in writing and directed to:
EMAIL: fundraising@paralympic.org.au
FAX: 02 9746 0189
MAIL: Fundraising, Australian Paralympic Committee, PO Box 596, Sydney Markets, NSW, 2129.

3.4 Requests for refunds must include details of the initial donation - the date, amount, name of the donor - and the nature of the error.

P-FR-001

Approved: Jason Hellwig, Acting Chief Executive Officer



Date: 22/1/10

4. Provision

- 4.1 Any tax invoice/receipt issued for refunded online donations immediately becomes void and invalid, and in the case of error in amount, a new tax invoice will be issued for the amount in the corrected donation.

5. Application

- 5.1 This policy applies to all online donations made to the APC through the APC website.



Online Donation Refunds – website message

The following message will appear on the APC website as a summary of the APC online donations refund policy:

Thank you for deciding to make a donation to the Australian Paralympic Committee (APC). As your donation is being made online without our direct assistance we ask that you complete your details and the amount of your donation carefully.

The Australian Paralympic Committee will refund any donation given in error for a period of 30 days.

If for any reason you seek a refund of your online donation, please contact us within 30 days of payment. Any refunds will be made by credit to the card used for the original online donation. Please note that no refund is available if more than 30 days has elapsed since payment of an online donation.

All requests for refunds must be made in writing and directed to:

EMAIL: fundraising@paralympic.org.au

FAX: 02 9746 0189

MAIL: Fundraising, Australian Paralympic Committee, PO Box 596, Sydney Markets, NSW, 2129.

Please include in your request details of the initial donation including the date, amount, name of the donor, and the nature of the error.

Any tax invoice/receipt issued for refunded online donations immediately becomes void and invalid, and in the case of error in amount, a new tax invoice will be issued for the amount in the corrected donation.

A handwritten signature in black ink, appearing to read "J. Hellwig", written over a horizontal line.