Policy – Online Donation Refunds

1. Policy purpose
Paralympics Australia seeks and receives online donations through its website.

Paralympics Australia 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 Paralympics Australia will refund donations and the process to be followed.

2. Policy Statements
   2.1. Paralympics Australia will refund any donation given in error for a period of 30 days.

3. Conditions
   3.1. Any refund 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
       Mail: Fundraising, Paralympics Australia, 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.

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 donations made to Paralympics Australia through the Paralympics Australia website.

Approved: Lynne Anderson CEO
Date: 3/3/19
Online Donation Refunds – website message

The following message will appear on the Paralympics Australia website as a summary of Paralympics Australia’s online donation refund policy:

Thank you for deciding to make a donation to Paralympics Australia (PA). 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.

Paralympics Australia 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
Mail: Fundraising, Paralympics Australia, 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.