

POLICY TITLE	Refund Policy
POLICY DESCRIPTION	Policy for on-line donation refunds
Date of Approval	20 May 2013

Policy Statement

This policy is to inform people who have made a donation on-line about ACCF's refund policy and what to do if they have made a donation in error or a mistake in the amount of the donation.

Refund Policy Wording

Refund Policy

Online Donations

Thank you for choosing to donate to Australian Cervical Cancer Foundation.

Please make sure you complete all details carefully, including the amount you are donating to us.

Errors in Amount Pledged

If you have made an error in the amount of your donation, please contact us as soon as possible. You have 60 days in which to notify Australian Cervical Cancer Foundation that an error has been made.

Duplicate Donation Error

If you have made a duplicate donation in error, please contact us as soon as possible. You have 60 days in which to notify Australian Cervical Cancer Foundation that a duplication error has been made.

Refund requests

All requests for refunds must be made in writing and forwarded as follows:

Email: info@accf.org.au

Fax: 07 3252 4470

Mail: Donations Officer

Australian Cervical Cancer Foundation

PO Box 1008, Fortitude Valley, Qld, 4006

Your refund request should include details of the initial donation including:

- Your name or the name of the donor
- contact details of the donor – phone, email, address
- the date the donation was made
- the amount donated
- the receipt number
- the nature of the error
- and any other information you think we should know

Should the refund be approved, any original receipt issued for the incorrect amount immediately becomes void and invalid. Australian Cervical Cancer Foundation will issue new receipt will be where applicable.

Change of mind on Donation

Once you have made a donation to Australian Cervical Cancer Foundation we cannot normally give refunds if you change your mind. It is for this reason that we ask that you make your decision to donate to us carefully.

Australian Cervical Cancer Foundation is under no obligation to give a refund for a donation if an error has been made on your part, but we will endeavour to ensure that any genuine errors (such as the amount donated) are rectified.

Australian Cervical Cancer Foundation is a non-profit charity organisation and we reserve the right to deduct any bank or transaction charges for any refund processed onto the donor. Should an error be detected and a request for refund made after 90 days have expired, Australian Cervical Cancer Foundation regrets that we are unable to issue a refund.

Errors by Us

Should an error be made by Australian Cervical Cancer Foundation or its financial institution(s), we will make a full refund as soon as possible when notification of the error is received and all costs will be borne by Australian Cervical Cancer Foundation.

Contact ACCF

If you have any queries about the ACCF Refund Policy, please contact the Project & Operations Manager:

By phone: 07 3177 1099

By email: info@accf.org.au

By mail: ACCF, PO Box 1008, Fortitude Valley, Qld, 4006