
CARE AUSTRALIA REFUND POLICY

1. PURPOSE

The aim of this policy is to ensure general public donation refunds will be made:

- On the basis of the criteria set out in this policy
- Refunds will be processed in accordance with the procedure mentioned in this policy
- All donors will be treated with equality and fairness

2. RESPONSIBILITIES

- Donor to make a formal request for refund within 3 months of the original date of donation
- CARE Australia to receive refund requests, obtain necessary donor information, recommend whether a refund should be given, obtain necessary approval for the refund from the relevant campaign manager and communicate with donor regarding the refund.
- CARE Australia to review approved refund recommendations, process the refund through bank/ IP payments website within 5 business days of all required information being received.

3. POLICY

As a general rule all refund requests should be made by the donor within 3 months of the original donation date.

The refund request can be communicated through:

Email: donorsupport@care.org.au

Phone 1800 020 046

Written request addressed to

Supporter CARE Team
CARE Australia
PO Box 372 Collins Street West
Melbourne VIC 8007

A refund request should include the following information

- Name of donor
- Supporter ID number (if known) or receipt number
- Date of donation
- Amount
- The nature of the error in the donation.

3.1

TYPES OF DONATIONS

3.1.1 Error in filling out coupons (direct mail)

If a donor has mistakenly ticked the wrong amount in a coupon and has requested for a refund within 3 months of the original date, the refund will be processed

3.1.2 Error in creation of a pledge donation

If a donor has informed that a pledge donation has been processed in an incorrect manner e.g. wrong date, wrong amount etc. The following should be followed

- Obtain original pledge signup form
- Speak to donor and clarify situation
- Determine whether pledge needs to be adjusted and/or a refund be given

3.1.3 Change of heart

Donors who change their mind will not be provided with automatic refunds. If CARE Australia has received a signed coupon/form confirming that the donor is giving a particular amount, further analysis must be made to find out the reason for the refund request. Only if there is a valid reason and the request has been made within 3 months will a refund be considered.

3.1.4 Errors by CARE Australia

If an error has been made by CARE Australia or its financial institution, full refund will be made upon notification of the error. There is no time limit within which these refund requests should be notified.

3.1.5 Fraudulent transactions

If a donor's banking or credit card details have been fraudulently obtained and used to make a donation to CARE Australia a refund may be issued after further investigations by CARE Australia. In this instance, the donor is encouraged to also inform their financial institution and the police immediately.