



## **Donations Refund Policy**

The Thin Green Line Foundation (TGLF) have developed a donation refund policy as part of our commitment to honouring and respecting the financial contributions that people make to us. We recognise the importance of donations and want to ensure we establish appropriate principles of transparency and fairness in regard to the management of refunds.

This policy outlines the circumstances under which TGLF will refund a donation.

### **Policy statement**

TGLF expects that anyone wishing to donate consider their decision carefully and check donation amounts during transactions.

TGLF recognises that it is possible to make an error when making online donations or for the donors to change their mind about the donation made. It can also occur that an error can be made by TGLF or our financial institutions.

Under this policy TGLF will endeavour to refund donations in accordance with the following principles:

### **Principles**

If an error is made in making online donation or if the donor changes their mind, we will honour all requests for refund that are made in writing within 30 days of the date the donation was made. The written refund request should include the details of the initial transaction including date, donation amount, donor's name, ID, tax invoice number and the nature of the error.

Requests for refund can be sent by email to [info@thingreenline.org.org.au](mailto:info@thingreenline.org.org.au)

TGLF will fully examine all requests for refund and endeavour to ensure that genuine errors are rectified, however we are under no obligation to give refunds and the decision on refunds will be at TGLF's discretion.

If an amount is adjusted by TGLF, the original receipt issued for the incorrect amount will become invalid and a new receipt will be issued for the amount of the adjusted donation.

TGLF reserves the right to pass any refund transaction charged onto the donor.

Refunds will be returned using the original method of payment – if donation has been made by credit card, the refund must be credited to that same credit card.

Should an error be made by TGLF or our financial institution(s), a refund of the full amount will be made once we are notified of the error in writing.

