



## Foundation Refund Policy

### 1. Requesting a Refund

All requests for refunds must be made in writing via email or post. To process your request, you must provide the following details regarding the original donation or payment:

- Date of transaction
- Amount
- Name of the donor/payee
- Receipt number
- Nature of the error

### 2. Refund Eligibility & Administrative Errors

Donations are generally considered voluntary and non-refundable; however, the Foundation will consider refunds under the following circumstances:

- **Foundation Errors:** For administrative errors made by the Foundation or its financial institution (e.g., duplicate transactions), a full refund will be issued upon notification, and the Foundation will bear all associated costs.
- **Donor Errors:** For errors in the amount donated, the donor has **60 days** to notify the Foundation. While the Foundation is under no obligation to provide a refund for donor-side errors, it will endeavour to rectify genuine mistakes.
- **Discretionary Refunds:** Other exceptional circumstances may be considered at the discretion of the Foundation.

### 3. Transaction Fees and Charges

As a not-for-profit organisation, the Foundation reserves the right to deduct any applicable bank or transaction charges from the refunded amount.

### 4. Processing Procedures

- **Payment Method:** Approved refunds will be processed using the original payment method whenever possible.
- **Financial Records:** All refunds will be recorded as a reversal of the original donation in the Foundation's financial records.

### 5. Tax Receipts and Legal Compliance

As a Deductible Gift Recipient (DGR), the Foundation complies with Australian Taxation Office guidance.

- **Cancellation:** If a refund is issued, the associated tax receipt is deemed cancelled and is no longer valid.
- **Donor Responsibility:** Donors must not use a cancelled receipt to claim a tax deduction. If a deduction has already been claimed, the donor is required to amend their tax return.