



Foundation

ST JOSEPH'S NUDGEE COLLEGE

Foundation Refund Policy

All requests for refunds must be made in writing (via email or post). The request must include details of the original donation or payment, including the date, amount, name of the donor/payee, receipt number, and the nature of the error.

Refund Eligibility

Donations are generally considered voluntary and are therefore non-refundable. However, refunds may be considered in the following circumstances:

- An administrative error by the Foundation or its financial institution (e.g. duplicate transaction)
- An incorrect donation amount
- Other exceptional circumstances at the discretion of the Foundation

For errors made by the Foundation or its financial institution, a full refund will be made upon notification, and all associated costs will be borne by the Foundation.

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 where an error has been made by the donor, it will endeavour to rectify genuine mistakes. As a not-for-profit organisation, the Foundation reserves the right to deduct any applicable bank or transaction charges from the refunded amount.

Processing of Refunds

Approved refunds will be processed using the original payment method where possible. All refunds will be recorded as a reversal of the original donation in the Foundation's financial records.

Tax Receipts and Compliance

If a refund is issued, any associated tax receipt will be deemed **cancelled and no longer valid**.

Donors must not use a cancelled receipt to claim a tax deduction. If a donor has already claimed a deduction, they are required to amend their tax return accordingly.

As a Deductible Gift Recipient (DGR), the Foundation complies with guidance from the Australian Taxation Office, which states that a tax deduction cannot be claimed for a donation that has been refunded.