

# DONATION REFUND POLICY

## INTRODUCTION

No Roads Expeditions Foundation (Aust) Ltd (NREFA) is an Australian development organisation implementing programs in Papua New Guinea and other overseas locations aimed at helping to improve the lives and futures of communities.

## PURPOSE

The purpose of this policy is

1. To set out a policy on when and how we return any donations made to us.

## REFUND STATEMENT

Due to the nature of charity donations and because NREFA regularly remits funds overseas to international programs, we are under no obligation to give refunds. Decisions on refunds will be at the discretion of NREFA's management.

If a donation is refunded, the associated tax receipt is no longer valid so it should be securely destroyed. Please note it is your responsibility to submit only correct receipts to the Australian Tax Office.

## DONATIONS AND REFUNDS

No Roads Expeditions Foundation (Aust) Ltd (NREFA) accepts all donations in good faith. Whilst we understand entirely that everyone has different preferences regarding donations and that sometimes it is not convenient to give, we will not refund a donation that has been knowingly and voluntarily given to us.

- We will refund if there was an error made by NREFA or one of our agents
- We will refund if the donation was provided by a vulnerable person
- We may refund if the donor entered the wrong amount
- We may refund if there are exceptional circumstances

Should an error in the donation amount be detected and a request for refund made after 90 days have expired, NREFA regrets that we are unable to issue a refund.

NREFA 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.

## CHANGE OF MIND ABOUT YOUR DONATION

Once you have donated to NREFA we cannot give refunds if you change your mind. For this reason, we ask that you make your decision to donate to us carefully.

## **ERRORS BY NREFA**

Should an error be made by NREFA, one of our representatives or our financial institution(s), we will process a refund as soon as possible when notification of the error is received, and all costs will be borne by NREFA.

## **APPLYING FOR A REFUND**

If you wish to apply for a refund please submit your request by providing your full name, email address and phone number. Please include details of how you made the donation, the date and amount given and the circumstances justifying your request. Upon receipt we will review your application and respond within 2 business days.

Please email your request to [foundation@noroads.com.au](mailto:foundation@noroads.com.au)