

Purpose

FEBC Australia have a donation refund policy as part of our commitment to honouring and respecting the financial contributions that people make which enables the mission of FEBC. We recognise the importance of all gifts received and want to ensure we establish appropriate principles of transparency and fairness in regard to the management of refunds.

Policy

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

However, FEBC Australia recognises that it is possible to make an error when making an online donation, or indeed due to various circumstances for the donors to change their mind about the donation they have made. It can also occur that an error can be made by FEBC Australia or our financial institution.

Therefore, under this policy FEBC Australia will endeavour to refund donations in accordance with the following principles:

Principles

- If an error is made in making an online donation or if the donor changes their mind, we will honour all requests for refund that are made by personal request to FEBC Australia within 30 days of the date the donation was made. The request should be verified and include the details of the initial or mistaken 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, or mail:
Email: office@febc.org.au
Mail: FEBC Australia
PO Box 183, Caringbah NSW 1495
- FEBC Australia 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 the mission's discretion
- If an amount is adjusted by FEBC Australia, 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
- FEBC Australia reserves the right to pass any refund transaction charges 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 FEBC Australia or our financial institution(s), a refund of the full amount will be made once we have been notified of the error in writing.

All FEBC Australia employees and volunteers responsible for receiving and processing donations shall seek to always -

respect and value all those who donate to the work and ministry of FEBC

ensure donation processes are secure and transparent

build trusting relationships with supporters, givers and partners

respond kindly and efficiently to any issues arising in regard to donation refunds

communicate respectfully and professionally with those who request a refund

raise any issues or concerns that arise with management regarding donation refunds.

