

Donations Refund Policy

Purpose

To ensure compliance with legal requirements and regulations regarding fund raising activities by not-for-profits.

Guidelines

This refund policy outlines the procedure for issuing a refund of your donation.

Errors made by us

Should an error be made in the amount of any donation, you must notify us of the error within 60 days of making the donation.

All requests for refunds must be made in writing and directed by email to reception@mail.carelineconnections.org.au or by post to *Careline Connections Unit 4 176 Boronia Road Boronia VIC 3155*.

The request should set out the details of the initial donation including the date, amount, name of the donor, the receipt number and the nature of the error. If the error is in relation to a tax invoice that was issued, the incorrect amount immediately becomes void and invalid, and a new tax invoice will be issued for the amount of the corrected donation.

If an error is made by us or our financial institution, a full refund will be made as soon as possible following notification of the error.

Change of mind on donation

Refunds of the amount pledged will not automatically be made simply because you have changed your mind. It is for this reason that we ask that you make your choice to donate carefully.

Errors in donation pledged

We are under no obligation to give a refund if an error has been made on your part, but will endeavour to ensure that any genuine errors (such as to the amount donated) are rectified.

We reserve the right to deduct any bank or transaction charges for any refund processed. Should an error be detected and a request for refund be made after 60 days have expired, we regret that we are unable to refund any monies.