Refund Policy, Terms and Conditions

Donation Point Go

This policy defines the method in which we deal with refund requests for donations paid via the Donation Point Go system.

All donations are accepted in good faith, and we appreciate your kindness. Should you change your mind later you should know that we will not refund a donation that has been knowingly and voluntarily made. Please consider your circumstances before donating.

We may consider a refund in exceptional circumstances or in the event The Friendlies Foundation have made an error that is not suitable in nature. In those circumstances, please advise within 60 days as we regret, we are unable to issue a refund beyond that.

In accordance with the Donation Point Go Terms and Conditions any refund requests must be submitted to The Friendlies Foundation in writing and the following outlines the process which will take place for such refund requests.

• All requests are to be submitted to foundation@thefriendlies.org.au

 • When submitting your request please state your name ("donor"), the date of the donation and the amount of the donation ("donation") and the bank account into which you would like the refund paid.

 • Requests submitted by persons, other than the person who paid the donation, will not be approved.

 • The Friendlies Foundation will investigate whether the donation has arrived at its bank account.

   o   If not, an email will be sent to the donor explaining that the refund cannot be processed as the money hasn't been received; or
   o   If it has, The Friendlies Foundation will verify the following against the payment received:
       1. The donor who has requested the refund is the same donor who made the payment.
       2. The amount requested to be refunded is the amount received into The Friendlies Foundation account.

Only if the above criteria have been met, then a transfer of the full amount back to the donor's account will occur.

 We reserve the right to amend this Policy at any time. All such amendments will be published on this page.