



## Refund Policy

V2 20221201

This Refund Policy outlines definitions, principles, refunds and refund requests for donations made, or otherwise collected by us, offline or online, including through Rainforest 4 Foundation LTD's website. This policy applies to all monetary donations and gifts.

### DONATION REFUND POLICY

All donations are gifts made to Rainforest 4 Foundation LTD (ABN: 49 628 358 323), a registered charity with the Australian Charities and Not-for-Profits Commission.

Refunds may be issued at Rainforest 4 Foundation LTD's discretion. Refunds are issued only in exceptional circumstances, and only when the funds have not been granted or gifted to the charity by fundraising partners or affiliates raising funds on behalf of Rainforest 4 Foundation LTD or other organisations that grant or gift funds to it. Some circumstances in which refunds might be issued include when the donation was:

- made in error;
- made in an incorrect amount; or
- not authorised by the donor.

Donors with exceptional circumstances such as these have 30 business days to notify Rainforest 4 Foundation Ltd of any errors and make a refund request in writing.

Please note, Rainforest 4 Foundation Ltd is under no obligation to refund donations made in error and does not normally offer refunds for a change of heart. It is for this reason we ask you to make your decision to donate carefully.

You may contact us at [donorcare@rainforest4.org](mailto:donorcare@rainforest4.org) to request a refund. Be sure to include details of your original donation including:

- your full name (or the name used on your credit card)
- the donation date
- the donation amount
- your receipt number, and
- the nature of the error made.

Rainforest 4 Foundation LTD will review your refund request and let you know the outcome. If your refund is approved, your original tax receipt becomes void and invalid, and a new receipt will be issued (where applicable).

