

### **Purpose**

1. The purpose of this policy is to outline the management of refunds.

### **Scope**

2. This policy applies to all donations, tickets and fundraising activities.

### **Definitions**

For the purposes of this policy, the following definitions are used:

3. **Donation:** voluntary contribution or gift, whether in cash or in kind.
4. **Fundraising activity:** activities undertaken with the aim of raising money.

### **Requests for a refund**

5. All requests for refunds must be made in writing to the CEO.
6. Requests for a refund must include the following information:
  - a. Donor's name, or that of the donor
  - b. Contact details
  - c. Date the donation was made
  - d. Amount donated
  - e. Receipt number
  - f. Nature of the error
  - g. Any other information the donor thinks the eviDent Foundation should know.
7. Should the refund be approved, any original receipt issued for the incorrect amount immediately becomes void and invalid.

### **Donations**

8. If an error is made in the amount of a donation, or there is a duplication donation made in error, the donor must notify the eviDent Foundation within 60 days.
9. eviDent Foundation is under no obligation to refund a donation made in error, but will endeavour to rectify genuine errors such as duplication donations.
10. Refunds are only granted in exceptional circumstances, and only if the donation has not been allocated for a particular purpose.
11. Circumstances in which a refund might be granted include, but are not limited to:
  - a. A single donation was processed more than once
  - b. The donation was not authorised by the donor
  - c. A donation was associated with fraudulent activity.

### **Fundraising Activities**

12. Registration fees for events are non-refundable and non-transferable, except in the event that the eviDent Foundation cancels an event, in which case, registrants have the option of requesting a refund of their registration fee.

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**Approved refunds**

13. eviDent Foundation reserves the right to deduct any bank or transaction charges for any refund processed.
14. Refunds will be issued via the original payment method.
15. If an error is made by the eviDent Foundation or its financial institution, a full refund will be made immediately upon notification of the error, and all costs will be borne by the eviDent Foundation.

**Implementation of this policy statement**

16. If you have any questions about this Policy Statement please contact the Chief Executive Officer at eviDent Foundation on 8825 4600.

**Review**

17. This policy will be reviewed and updated within three (3) years of the issue date, or earlier if required.