

Refund Policy – Online Donation (via PayPal Donation Button or Shopping Cart or the like)

This policy outlines the circumstances under which Drought Angels Limited will refund a donation.

For the purposes of this policy:

“Drought Angels” means Drought Angels Limited (ABN 47 611 990 697) of 29 Malduf Street, Chinchilla, Queensland.

“us”, “our” or “we” means Drought Angels;

“you” or “your” means anyone who has made a donation to us, being an amount of money given with no expectation of a benefit in return for the amount given.

Circumstances that may give rise to a refund

- **Errors by you**

If you have made an error in the amount of your donation or have duplicated your donation in error, Drought Angels may provide you with a refund, but we are not obliged to do so.

- **Errors by Drought Angels**

Should an error be made by Drought Angels or its financial institution(s), full refunds will be made as soon as possible upon notification of the error and all costs will be borne by Drought Angels.

If the error is in relation to an incorrect amount shown on a tax invoice that was issued by Drought Angels, the incorrect amount immediately becomes invalid, and a new tax invoice will be issued by us for the amount of the adjusted donation.

Change your mind?

Please make your choice to donate to Drought Angels carefully as refunds are not normally provided when you have simply changed your mind.

Applying for a Refund

- Please notify us within 60 days of an error being made. Regrettably, after this time, Drought Angels will be unable to provide you with any refund.
- All requests for refunds must be made in writing and directed by email to fundraising@droughtangels.org.au or by post to Fundraising/Events Team Leader, Drought Angels Ltd, Po. Box 451, Chinchilla, QLD. 4413
- Your refund request should include these details:
 - the date the donation was made
 - the donation amount(s)
 - name of the donor
 - the receipt number provided by Drought Angels
 - nature of the error
- Drought Angels reserves the right to deduct any bank or transaction charges for any refund processed onto you.

Payment of your refund

We will endeavour to review and respond to your request for a refund as soon as possible.

Unless otherwise agreed with you, all refunds will be made via the original method of payment. For example, if the donation was paid using a credit card, the amount of the refund will be credited to the same credit card.

Enquiries

Any queries regarding our refund policy should be directed to our Fundraising/Events Team Leader at fundraising@droughtangels.org.au