

## Donation Refund Policy – Toora Women Inc.

### Definitions

Financial Donation – means money given to Toora where the donation does not provide material benefit to the donor other than a potential tax benefit for donations over \$2.

Financial Donor – means a person or institution that gives money to Toora.

Refund – means a repayment of the financial donation to the donor.

### Policy Statement

Toora is grateful for the support of our donors and Toora commits to using donations efficiently and where required the most, while honouring and respecting the financial contributions of donors in the event the financial donor specifies to Toora where their financial donation should be allocated.

### Refund Processes

Toora expects that donors consider their decision to donate and check the donation amounts prior to finalising transactions.

Due to the nature of charity donations, refunds will be given at the discretion of management. Refunds may be granted if the donation was:

- Made in error.
- Made in a materially incorrect amount; or
- Not authorised by the donor.

Requests for refunds should be made in writing within seven days of the donation transaction to [tooraadmin@toora.org.au](mailto:tooraadmin@toora.org.au)

Toora aims to respond to refund requests within two business days. The written request should include the date of the transaction, donation amount, donor's name, phone number, email address and the full details of the method of payment used. All details provided to Toora will be handled in accordance with our privacy policy

Refunds will be processed using the initial method of payment where possible – i.e., if the donation was made via a credit card, the refund must be credited to that same card.

Any approved donation refund will be processed within 14 days of approval of the written request.

If the donation is refunded, the associated tax receipt is no longer valid and should not be used. Toora will provide a remittance advice for all refunds or a new receipt for the adjusted donation amount.