



## REFUND POLICY

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Responsible person	Manager	Scheduled review date	15.02.2022

### INTRODUCTION

SA Police Legacy is committed to respecting the financial contributions that people make to the association via donations and the purchase of merchandise. We understand refunds may be requested from time to time and have established appropriate principles to ensure transparency and fairness in regard to the management of these.

### PURPOSE

This policy has been developed to provide a framework for the management of refund requests.

### POLICY

#### Donations

SA Police Legacy expects that anyone wishing to donate will consider their decision carefully and check donation amounts during online transactions.

We recognise refunds will at times be requested due to errors when making online donations or errors made by SA Police Legacy or our financial institution.

SA Police Legacy will refund donations in accordance with the following principles:

- If an error is made when making an online donation we will honour all requests for refunds that are made in writing within two business days of the date the donation was made. The refund request should include the details of the initial transaction including date, donation amount, donor's name and the nature of the error.
- Requests for refunds can be sent by email or mail using the contact details displayed on our website.
- SA Police Legacy will examine all requests for refunds and ensure that genuine errors are rectified, however we are under no obligation to refund donations and the decision to approve a refund will be at SA Police Legacy's discretion.
- If a donation amount is adjusted by SA Police Legacy, the original receipt issued will become invalid and a new receipt will be issued for the amount of the adjusted donation.
- It is the responsibility of the donor to destroy any invalid tax receipts.
- SA Police Legacy reserves the right to pass any refund transaction charges onto the donor should the refund be due to donor error.
- Refunds will be returned using the original method of payment – if donation has been made by credit card, the refund must be credited to that same credit card.
- Credit card refunds may be delayed dependent on the processing times of third party providers.

## **Merchandise**

SA Police Legacy expects that anyone wishing to purchase a product will consider their decision carefully and check for errors during online transactions.

We recognise refunds will at times be requested due to customer error, change of mind, faulty merchandise, or errors made by SA Police Legacy or our financial institution.

SA Police Legacy will refund purchases in accordance with Australian Consumer Law, with due consideration to the following principles:

- If an error is made when making an online purchase, we will honour all requests for refunds made prior to the goods being shipped or collected.
- If merchandise purchased is faulty, a refund or exchange may be arranged on return on the faulty goods. Shipping costs for the return of faulty merchandise may be paid by SA Police Legacy, however, if returned goods are found not to be faulty, the organisation reserves the right to retrieve these costs.
- Refund or exchange requests because of a change of mind will be considered, however, the organisation has no obligation to accommodate these and approval is at the discretion of the manager.
- If a refund or exchange because of a change of mind is approved, merchandise must be returned at the customer's expense and in as-new condition.
- Refunds will only be approved if the original proof of purchase is presented.
- Requests for refunds can be sent by email or mail using the contact details displayed on our website. Refund requests should include the details of the initial transaction including date, order number (if online purchase) and the nature of the error.
- SA Police Legacy reserves the right to pass any refund transaction charges onto the customer should the refund be due to customer error or change of mind.
- Refunds will be returned using the original method of payment – if donation has been made by credit card, the refund must be credited to that same credit card.

## **PROCEDURE**

The Manager or nominee will ensure the following:

- Online financial processes are secure and transparent.
- Errors in the online donation system and/or online store are attended to in a timely manner.
- Timely response to refund requests and repayment of approved refunds.
- Adequate records of transactions and communication with donors/customers.