



REFUND POLICY

Drafted by	Terella Rosen	Approved by Board on	20 Oct 2025
Responsible person	Manager	Scheduled review date	Oct 2026

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 manager'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.

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 items, 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 of 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 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 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.
- 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

Event refunds

SA Police Legacy understands that plans can change. This policy outlines the conditions under which refunds or transfers will be provided for event registrations/tickets. Our goal is to be fair and transparent while supporting the delivery of high-quality events.

This policy only applies for exclusive SA Police Legacy hosted events and does not apply to events co-hosted with other organisations, separate terms and conditions will apply and can be located on the ticketing platform of the co-hosted event.

Ticketholder cancellation

- a. Standard Cancellation (7+ days before event):
 - a. A full refund (less any third-party booking fees) will be issued if notice of cancellation is received 7 or more days before the event start date.
- b. Late Cancellation (Less than 7 days before event):
 - a. No refunds will be issued for cancellations made within 7 days of the event. However, registration may be transferred to another individual upon written request.
- c. No-Show:
 - a. No refunds or credits will be provided for failure to attend the event without prior notice.

Event Cancellation or Postponement by SA Police Legacy

If we must cancel or reschedule an event:

You will be offered a full refund or the opportunity to transfer your registration/ticket to the new date. We are unable to cover travel, accommodation, or other associated costs.

Exceptional Circumstances

Refunds requested under exceptional circumstances (e.g. medical emergencies, bereavement) will be considered on a case-by-case basis. Documentation may be required. Please contact info@policelegacysa.org.au as soon as possible.

Requesting a refund

Refund requests can be made by sending an email (including ticket details, name and reason for refund) to info@policelegacysa.org.au.

Refunds must be via the same payment method as the original transaction. Credit card refunds may be delayed dependent on the processing times of third party providers.

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.