



Policy	Donation Refund Policy
Reference #	RP-1
Approval date	07/05/2021

1. Refund statement

As an independent not-for-profit organisation, Lucy's Project relies on the generosity of our supporters, partners, and donors. We accept all donations in good faith and anticipate that donors have:

- carefully considered the giving of a donation
- evaluated and confirmed the amount of their contribution; and
- undertaken all due care in completing the associated donation transaction

Lucy's Project is not obliged to provide refunds for donations. Any decision to do so will be at our discretion and determined on a case-by-case basis.

2. Refund eligibility

Lucy's Project will consider all donation refund requests made in writing within 60 days of the donation date. Subject to our discretion, we will provide a refund if:

- an error was made by Lucy's Project or one of our agents
- the donor was experiencing vulnerability at the time of the transaction
- the donor's banking details were fraudulently obtained and used

Subject to our discretion, we may provide a refund if:

- the donor entered the wrong amount
- there are exceptional circumstances

We will not refund if:

- a donor changes their mind
- a request is made more than 60 days after the donation date

3. Refund process

Refund requests can be sent by email to info@lucysproject.com. This email should include the donors:

- full name
- address
- how the donation was made
- the date of the donation
- the amount donated
- the circumstances explaining the request



Where Lucy's Project has made an error, we will process a refund as soon as possible when notice of the error is received. In this event, all transaction costs will be paid by Lucy's Project. In all other circumstances, the refund will be completed within 14 days and the transaction costs paid by the donor.

Refunds will be returned using the original method of payment. Where a donation has been made by credit card, the refund will be credited to the same cardholder.

When a donation is refunded, the associated tax receipt becomes invalid and should be destroyed by the donor. If Lucy's Project adjusts a donation amount, the original receipt will become void and a new receipt issued for the adjusted donation amount.