

Donation Refund Policy & Procedure

All donation are gifts made to the Trustee for Mallee Track Health and Community Service Foundation, the Foundation of Mallee Track (the Foundation). The Foundation is under no obligation to refund donations made in error and does not normally offer refunds for a change of heart. It is for this reason we ask you to make your decision to donate carefully.

The Foundation ABN 43 197 124 621 is a registered with the Australian Charities and Not-for-Profits Commission, is endorsed by the Australian Taxation Office as a tax concession charity and deductible gift recipient status, with no conditions.

Refunds may be issued by the Foundation's discretion. Refunds are issued only in exceptional circumstances, and only when the funds have not been granted to the charity. Some circumstances in which refunds might be issued include when the donation was:

- Made in error;
- Made in an incorrect amount; or
- No authorized by the donor.

Donors with exceptional circumstances such as these have 10 business days to notify the Foundation of any errors and make a refund request in writing.

You may contact us a foundation@mthcs.vic.gov.au to request a refund and the following details must be included:

- your full name (or the name used on your EFTPOS card or bank transfer)
- the donation date
- the donation amount
- your receipt number, an
- the nature of the error made.

The Foundation will review your refund request and let you know the outcome. If your refund is approved, your original tax receipt becomes void and invalid, and a new receipt will be issued (where applicable).



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