

## MELKITE CATHOLIC EPARCHY OF AUSTRALIA

### St Joseph Melkite Refund Policy

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| <b>POLICY TITLE:</b>       | Refund Policy                      |
| <b>POLICY DESCRIPTION:</b> | Policy for online donation refunds |
| <b>LAST UPDATED:</b>       | 28 <sup>th</sup> March 2018        |

### Policy Statement

This policy is to inform people who have made a donation online about ST JOSEPH MELKITE's refund policy and what to do if they have made a donation in error or a mistake in the amount of the donation.

### Refund Policy

#### Online Donations

Thank you for choosing to donate to St Joseph Melkite. Please make sure you complete all details carefully, including the amount you are donating to us.

#### Errors in Amount Pledged

If you have made an error in the amount of your donation, please contact us as soon as possible. You have 60 days in which to notify St Joseph Melkite that an error has been made.

#### Duplicate Donation Error

If you have made a duplicate donation in error, please contact us as soon as possible. You have 60 days in which to notify St Joseph Melkite that a duplication error has been made.

#### Refund requests

All requests for refunds must be made in writing and forwarded as follows:

Email:       accounts@stjoseph.org.au  
Phone:       03 9481 6846  
Address:     40 Gillies St Fairfield Victoria 3078

Your refund request should include details of the initial donation including:

- Your name or the name of the donor
- contact details of the donor – phone, email, address
- the date the donation was made
- the amount donated
- the receipt number
- the nature of the error
- and any other information you think we should know

Should the refund be approved, any original receipt issued for the incorrect amount immediately becomes void and invalid. St Joseph Melkite will issue new receipt will be where applicable.

**Change of mind on Donation**

Once you have made a donation to St Joseph Melkite we cannot normally give refunds if you change your mind. It is for this reason that we ask that you make your decision to donate to us carefully.

St Joseph Melkite is under no obligation to give a refund for a donation if an error has been made on your part, but we will endeavour to ensure that any genuine errors (such as the amount donated) are rectified.

St Joseph Melkite is a non-profit charity organisation and we reserve the right to deduct any bank or transaction charges for any refund processed onto the donor. Should an error be detected and a request for refund made after 90 days have expired, St Joseph Melkite regrets that we are unable to issue a refund.

**Errors by Us**

Should an error be made by St Joseph Melkite or its financial institution(s), we will make a full refund as soon as possible when notification of the error is received and all costs will be borne by St Joseph Melkite.

**Contact ST JOSEPH MELKITE**

If you have any queries about the ST JOSEPH MELKITE Refund Policy, please contact us:

Email: info@stjoseph.org.au  
Phone: 03 9481 6846  
Address: 40 Gillies St Fairfield Victoria 3078 Australia  
ABN: 91 078 159 510 Melkite Catholic Eparchy Corporation