

## **Animals Australia refund policy**

Animals Australia is a member of the Fundraising Institute of Australia (FIA) and, as such, we are committed to upholding the values and principles of the FIA to the highest standard for our valued donors. We will consider any refund request in accordance with this policy.

All refund requests must be submitted in writing to:

**Supporter Services Manager — Animals Australia**  
**Locked Bag 1236**  
**North Melbourne VIC 3051**

The request should include: details of the initial and subsequent donations, including the date/s, amount/s, name of the donor, and receipt as well as the nature of the error or issue.

1. Animals Australia will provide a refund in full to our donors under the following circumstances:
  - i. A donor's banking details are fraudulently obtained and used on our site.
  - ii. A donor has previously requested cancellation of a regular donation but the debits have continued. We will, in good faith, refund the last regular gift, but will require proof of original cancellation request for donations beyond the last donation given.
  - iii. An error has been made by Animals Australia's financial institution or payment gateway. In this situation, full refunds will be made and we will bear the costs of any associated expenses.

Animals Australia will not provide refunds beyond the last financial year — with the exception of transactions where we are at fault (as outlined in section 1/iii above).

2. Animals Australia **is not** obliged to provide refunds in the following situations, but we will consider the following circumstances on a case by case basis — and may choose to grant refunds at our discretion.
  - i. If a genuine mistake has been made when entering a donation amount.
  - ii. If a refund request is made due to genuine hardship or misadventure.
  
3. Animals Australia **will not** provide refunds under the following circumstances:
  - i. A refund request based on a change of mind.
  - ii. A refund request based on a disagreement with a particular campaign or area of work.

If a donor is not satisfied with the outcome of a refund request outcome, the matter may be escalated to the Executive Director for a review of the decision. The final outcome of a refund request will be provided in writing within 10 business days.