



REFUND POLICY

As a charity, WWF-Australia relies on donations to fund our work protecting some of the world's most endangered animals, combatting climate change and protecting fragile habitats and ecosystems. Due to the nature of donations, refunds can only be given at the discretion of management.

We will consider all refund requests on a case by case basis, however, a refund for any reason outside of those detailed below is unlikely to be granted.

A refund will usually be issued in instances where:

- An error has been made by WWF.
- A donor's banking details have been fraudulently obtained and used.
- WWF has received a donor's details in error.
- A donor has previously requested that regular debits be cancelled however, the debits have continued. The refund will be to the maximum of the last debit amount unless a donor can provide proof of the original cancellation request.
 - o Please note that WWF requires 14 days' notice to cancel a debit agreement. Therefore, if a request to cancel was made after the 10th of the month we cannot guarantee it will be actioned before the next payment date.
- WWF may refund on the grounds of financial hardship – however, this will be to the maximum of the last debit amount and at the discretion of the Supporter Relations Team Leader.

In all instances, WWF will not refund past the previous tax year.

If a refund request is agreed the donor will be refunded within five working days of the decision, using the original method of payment.

If a donor wishes to dispute the refund decision, a further request can be escalated to Head of Finance by letter or email.

Please note that we may request additional information or documentation from you in consideration of any disputed item.