

## REFUNDS OF DONATION

Trust will investigate and process donation refund requests expediently to ensure that donors are refunded within a reasonable timescale. Refund timescales will vary depending on the donation payment method involved.

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Refunds do not apply to Payroll Giving donations, under HMRC regulations and because the donor has received the tax benefit at the point the donation was made. If you feel that a donation has been taken in error please speak to your payroll department as they are responsible for making the deduction.

## CHARGEBACK OF DONATION

Trust is not responsible to chargeback on donation amount. To chargeback responsibility will be donor's. After successful of donation amount, with Debit/Credit Card by Card Holder's on this foundation website/invoice (payment gateway), any donor's can not be claim in this position on this foundation/Gateway Merchant.

## REQUESTING REFUNDS

Refund requests can be made in writing by Email at this – [globalfs1995@gmail.com](mailto:globalfs1995@gmail.com) or by contacting us by contact on +918638117570. All requests will be responded to within 72 Hrs. banking working days.

## INVESTIGATING AND PROCESSING REFUNDS

Before the refund, donor will send me (Foundation) your account statement, transaction proof with IP address for fraud clarification. Before refunds can be processed we need to confirm that the funds have been received by Trust and cleared through the banking system. Timescales for confirmation of cleared funds will vary depending on the payment method used.

**Refund timescales are detailed below:**

- Debit / Credit Card (Excluding American Express) | 90 Working days
- American Express | 120 Working days
- Cheque | 7 Working days

- Standing Order | 5 Working days
- Online Banking | 5 Working days