

# REFUND POLICY

## Policy Statement

Baptist World Aid Australia (BWAA), a wholly-owned subsidiary of Transform Aid International (TAI), is committed to fairness and transparency and respects the financial contributions that are made towards our humanitarian, development and advocacy programs. BWAA asks that anyone proceeding with a gift considers their gift and gift amount carefully.

We acknowledge that it is possible for a supporter to make an error when making a gift. We also recognise the potential for administrative or technical errors to occur. A request for a refund of contributions already donated to BWAA by a supporter will be considered and determined on a case by case basis in a timely and efficient manner.

## Scope and purpose

This policy applies to all those who make financial gifts to BWAA and the organisation's employees and volunteers responsible for processing and managing financial donations.

## Policy Objectives

To identify situations where refunds may be given and ensure that those refunds are processed in a timely fashion.

## Policy Guidelines

Gifts that are tax deductible will NOT be refunded in accordance with the ATOs definition of 'gifts'.

BWAA is under no obligation to provide a refund for gifts but where necessary will endeavour to rectify genuine errors, in accordance with the following principles:

- Should an error be identified, the donor has 30 days from the date the gift was received, to make a request for refund.
- All requests must be made in writing and forwarded as follows:

Email: [hello@baptistworldaid.org.au](mailto:hello@baptistworldaid.org.au)  
Mail: Supporter Engagement Manager  
Baptist World Aid Australia  
Locked Bag 2200, North Ryde BC, NSW 1670

- Requests for refunds must include the details of the initial transaction including date, amount, supporter’s full name, supporter ID number (if known) and the nature of the error.
- All requests will be examined and approved at BWAA’s discretion. A refund, once approved, needs to be authorised by a member of the Finance team before it can be processed.
- Should a refund be approved, a new receipt will be issued where applicable. Any original receipt previously issued will immediately become void and invalid. Where a Tax Receipt is issued, it is the supporter’s responsibility to inform ATO if tax deductibility has already been claimed. BWAA will be not held responsible for the supporter’s personal tax matters.
- Refunds will be made within 5 working days of a decision and returned in the original method of payment- i.e. if the gift was made by credit card, the funds will be returned to that same credit card.
- Should an administrative or technical error be made by BWAA, a full refund will be made immediately upon notification of the error.
- Details of any refund requests should be recorded in the supporter’s record including the date, a copy, the nature, and the outcome of the refund request.

## Responsibilities

Responsibility for the strategic management of the Refund Policy in the Organisation will lie with the Director of Business.

Responsibility for the operational management of the Refund Policy will lie with the Supporter Engagement Manager.

This policy will be available on TAI’s intranet and the BWAA website.

This policy will be reviewed biennially, or sooner as required.

## Document Control Information

Refund Policy	
Owner	Director of Business
Master Copy	Policy QA Coordinator

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Approved by Director of Business	21/01/2016
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