



# DONATION REFUND POLICY

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## DONATIONS

All donations are non-refundable. If you believe a donation has been made incorrectly or have any questions regarding donations made, please contact the Melkite Eparchial Office on 02 9786 3444 or email [eparchy@melkite.org.au](mailto:eparchy@melkite.org.au) in the first instance rather than your financial institution.

## DONATION REFUND TERMS AND CONDITIONS

- ✓ Contact the Melkite Eparchial Office by phone on 02 9786 3444 or email [eparchy@melkite.org.au](mailto:eparchy@melkite.org.au)
- ✓ Outline the issue.
- ✓ Provide the transaction details including how the donation was made, for example, by direct debit, credit, cheque, telephone, also the time, date, reference, and amount.
- ✓ On consideration of a reasonable request, such as incorrect payment you will receive a full refund of the donation amount.
- ✓ ***The approved refund will only be reimbursed using the original method of payment. Payments or donations from credit cards will be refunded to the same credit card used to make the donation.***
- ✓ Refunds will be processed by the Melkite Eparchial Office within 14 working days.