

Refund and Donations Policy

Effective Date: 21 August 2024

Organisation: Sustain-Ed Projects Limited (ABN 26 680 123 246)

Registered Charity: Australian Charities and Not-for-profits Commission (ACNC)

Website: <https://sustain-ed.org>

1. Introduction

Sustain-Ed Projects Limited ("we", "our", "us") values the generosity of our donors. This Refund and Donations Policy explains how we handle donations, receipts, and refund requests.

2. Nature of Donations

All donations made to Sustain-Ed Projects Limited are considered voluntary gifts to support our charitable purposes. As such, donations are generally non-refundable.

3. Receipts

We will issue tax-deductible receipts for donations of \$2 or more, where our Deductible Gift Recipient (DGR) status applies. Receipts will be issued in the name of the donor as provided at the time of donation.

4. Refunds

We recognise that errors can sometimes occur. Refund requests may be considered where:

- A donation was made by mistake
- The donation amount was incorrect due to an error
- The donation was made without the donor's authorisation

Refunds are at our discretion and must comply with fundraising and taxation laws. Requests should be made within 14 days of the donation.

5. How to Request a Refund

To request a refund, please contact us with details of your donation (date, amount, transaction reference, donor name). Email: info@sustain-ed.org

Phone: +61401882627

Address: 9 Bottlebrush Crescent, Suffolk Park, NSW 2481, Australia

6. Processing Refunds

Approved refunds will be processed back to the original payment method where possible. We may require proof of identity before processing a refund.

7. Changes to This Policy

We may update this Refund and Donations Policy from time to time. The updated version will be posted on our website with a new effective date.

8. Contact Us

For questions about this policy or to make a refund request, please contact:

Sustain-Ed Projects Limited

Email: info@sustain-ed.org

Phone: +61401882627

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