

Refund Policy

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Date approved by Board	20 Sept 2022
Acknowledgments	

1. Introduction

As a trusted Christian international aid and development organisation, Mukti Australia relies completely on the generous hearts of our supporters and sponsors, and partners.

Mukti Australia does not generally refund donations. However, we understand that there are some circumstances to be considered.

2. Policy

The following policy outlines how and when we are able to provide refunds for donations.

Refund Terms and Conditions

- As a registered children and women charity and non-profit organisation, Mukti Australia is under no obligation to refund change of heart donations. For this reason, we ask that you make your choice to donate thoughtfully and attentively
- While Mukti Australia is under no obligation to refund donations made in error, we can assure that any genuine errors, such as the wrong amount donated, can be amended
- Where refund requests are received more than 30 days after the error, Mukti Australia regrets that we are unable to issue the refund
- Should an error ever be made by Mukti Australia, our financial institution will process a full refund upon notification of the error with any processing costs borne by us

Applying for a refund

- Should you need to request a refund please provide your supporter number (if known), your full name, full mailing address, and phone number
- In addition, include the details of how you donated, the date on which this was processed, the amount given, and the circumstances that justify your request for a refund
- Be sure to include any (necessary) supporting documents as an attachment, such as a bank statement
- We will review your request and respond within 3 working days

What happens next?

- All refund requests are reviewed and approved by the national director and business manager of Mukti Australia
- We will review your refund request and advise you of the outcome
- If and when your refund has been approved, your original tax receipt for this donation becomes invalid and void, and where applicable a new receipt will be issued to you

Where to lodge your refund request

- Email: admin@mukti.org.au
- Mail:
Attention: Finance Department
Mukti Australia Inc
PO Box 5079
BRANDON PARK VIC 3150

Questions or Concerns

- If you would like to speak with us or have further questions please email us at admin@mukti.org.au or phone us on 03 9890 0211