

# Wheelchairs For Kids Australia Donations Refund Policy

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This Donations Refund Policy applies to donations made to Wheelchairs For Kids Australia Inc (WFKA). WFKA is a registered Australian charity committed to improving mobility for children living with disability in low-income countries. We are committed to ethical fundraising, transparency, and compliance with Australian law and fundraising standards.

## 1. Purpose of Donations

Donations made to Wheelchairs For Kids Australia support our charitable purposes and are used to fund the manufacture and distribution of life-changing wheelchairs, along with associated programs and activities.

## 2. Change of Mind

Donations are generally non-refundable. A change of mind or change in personal circumstances does not entitle a donor to a refund, as donations are voluntary gifts.

## 3. Refunds Under Australian Consumer Law

Australian Consumer Law does not provide an automatic right to a refund for donations. However, Wheelchairs For Kids Australia will provide a refund where required by law, including where a donation was:

- Made as a result of a material administrative or processing error
- Unauthorised or fraudulent, including proven misuse of a credit card
- Duplicated due to a system or processing error
- Made where there was a material misrepresentation of a specific fundraising appeal

## 4. Events and Fundraising Activities

Where a donation is connected to an event, raffle, or fundraising activity, any specific refund terms will be clearly stated at the time of registration or purchase.

If an event is cancelled by Wheelchairs For Kids Australia, we will communicate available options, which may include a refund, transfer, or conversion of the amount to a donation.

## 5. Tax-Deductible Donations

If a refund is approved for a tax-deductible donation, any issued donation receipt must be returned or cancelled in accordance with Australian Taxation Office requirements.

## 6. Privacy and Personal Information

Personal information collected as part of making a donation or requesting a refund is handled in accordance with our Privacy Policy. Wheelchairs For Kids Australia is guided by the Australian Privacy Principles under the Privacy Act 1988 (Cth).

Information collected is limited to what is reasonably necessary to process donations, issue receipts, respond to refund requests, and meet legal and regulatory obligations.

## 7. How to Request a Refund

Requests for a refund must be made in writing within a reasonable timeframe and include:

- Donor name
- Date and amount of the donation
- Reason for the refund request
- Proof of donation, such as a receipt or transaction reference

Requests should be sent to:

Email: [info@wheelchairsforkids.org](mailto:info@wheelchairsforkids.org)

## 8. Processing of Approved Refunds

Approved refunds will be processed using the original payment method where possible. Processing times may vary depending on financial institutions.

## 9. Policy Review

This Donations Refund Policy may be updated from time to time to reflect changes in legislation or best practice. The current version will always be published on the Wheelchairs For Kids Australia website.