

# Refund Policy

## Donation Point Go

**This policy defines the method in which we deal with refund requests for donations paid via the donation point go system.**

In accordance with the Donation Point Go Terms and Conditions any refund requests must be submitted to St Paul's Lutheran Church Nundah (St Paul's) in writing and the following outlines the process which will take place for such refund requests.

- All requests are to be submitted to [stpauls.nundah@bigpond.com](mailto:stpauls.nundah@bigpond.com);
- When submitting your request please state your name ("donor"), the date of the donation and the amount of the donation ("donation") and the bank account into which you would like the refund paid;
- Requests submitted by persons, other than the person who paid the donation, will not be approved;
- St Paul's will investigate whether the donation has arrived into its bank account;
  - If not, an email will be sent to the donor explaining that the refund cannot be processed as the money hasn't been received; or
  - If it has, St Paul's will verify the following against the payment received:
    - The donor who has requested the refund is the same donor who made the payment; and
    - The amount requested to be refunded is the amount received into St Paul's account;
  - And then transfer the full amount back to the donor's account.
- We reserve the right to amend this Policy at any time. All such amendments will be published on this page.