

# **IIMPACT Cancellation & Refunds Policy**

Effective Date: 1 Jul 2025

## **1. Introduction**

IIMPACT receives donations in good faith for the performance of services under our Constitution and in compliance with our legal obligations. No tangible goods or services are provided or promised in return for such donations.

Most donations are made online via secure payment services, using a payment method selected by the donor, under the Terms of Use of this website.

In some cases, a donation may be received via cheque or direct bank deposit.

## **2. Cancellation Policy**

In most cases, when a donation is made online, via a payment method selected by the donor, settlement of funds may be immediate to IIMPACT's account or processed in 1-2 business days.

If a donation has been made via cheque or direct bank deposit, settlement might occur several business days later.

A request for cancellation of a donation would be considered if the donation has been authorised but the funds are yet to settle into IIMPACT's account at the time of request.

In extenuating circumstances, such as a payment made in error or for an unintended amount, IIMPACT may consider the cancellation of a payment. Such a cancellation would be at IIMPACT's discretion.

## **3. Refund Policy**

Once made and with funds settled into IIMPACT's account, donations cannot be refunded.

In extenuating circumstances, such as a payment made in error or for an unintended amount, IIMPACT may consider the refund of a payment.

Since IIMPACT provides an 80G tax receipt for each donation received, such receipts, if provided, would have to be cancelled in the event of a refund approved by IIMPACT.

## **4. Changes to This Policy**

We may update this policy periodically. Any changes will be posted on this page with the effective date.

## 5. Contact

If you have questions about this policy or your data, please contact:

IIMPACT

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