

Refund Statement

Due to the nature of charity donations decisions on refunds will be at the discretion of Ingham Institute for Applied Medical Research's management.

If a donation is refunded, the associated tax receipt is no longer valid so it should be securely destroyed. Please note it is your responsibility to submit only correct receipts to the Australian Tax Office.

Donations and Refunds

Ingham Institute for Applied Medical Research accepts all donations in good faith. Whilst we understand that everyone has different preferences regarding donations and that sometimes it is not convenient to give, we are unable to refund a donation that has been knowingly and voluntarily given to us.

- We will refund if there was an error made by us
- We will refund if the donation was made by a vulnerable person
- We may refund if the donor entered the wrong amount
- We may refund if there are exceptional circumstances

Ingham Institute for Applied Medical Research is a non-profit charity organisation and we reserve the right to deduct any bank or transaction charges for any refund processed back to the donor.

Change of Mind about your Donation

Once you have donated to Ingham Institute for Applied Medical Research we are unable to refund if you change your mind. For this reason we ask that you make your decision to donate to us carefully.

Errors by Ingham Institute for Applied Medical Research

Should an error be made by Ingham Institute for Applied Medical Research or our financial institution, we will process a refund as soon as possible when notification of the error is received, and all costs will be borne by Ingham Institute for Applied Medical Research.

Applying for a Refund

If you wish to request a refund please provide your full name, mailing address and phone number. Please include details of how you made the donation, the date and amount given and the circumstances supporting your request. Upon receipt we will review your application and respond within 2 business days.

Approval of refunds

If the donation amount is over \$1,000, a refund request must be escalated and approved by the CEO.

Please send your request for refund in writing to:

Ingham Institute for Applied Medical Research

PO Box 3151 (Westfields Liverpool), Liverpool, NSW 2170

Email: fundraising@inghaminstitute.org.au