

## Farm Angels Refund Policy

### Donation Refund Policy

At Farm Angels, we deeply appreciate your generosity and support. We understand that sometimes a refund may be needed. While refunds are generally not offered for donations to charities, we will consider requests in limited circumstances.

Refunds are considered if:

- **Error on our part:** If a donation was processed incorrectly by Farm Angels or our financial institute.
- **Unauthorised transaction:** If the donation was made without your consent or knowledge.
- **Donor error:** If the donor made a mistake in the amount or intended recipient.
- **Exceptional circumstances:** If there are other extenuating circumstances that make a refund appropriate.

To request a refund:

- Please submit a written request via email to [accounts@farmangels.org.au](mailto:accounts@farmangels.org.au)
- In your email, please provide the following information:
  - Your full name.
  - Date of donation.
  - Amount of donation.
  - Brief explanation of why you are requesting a refund.
  - If applicable, the receipt number or Reference details.
- We will review your request within 14 business days and respond accordingly.

Important Notes:

- We will return refunds using the same method of payment as the original donation.
- Any associated tax receipt will be invalid if a refund is issued.
- Farm Angels reserves the right to refuse any refund request.
- This policy is subject to change.

## **Merchandise Return Policy**

### **Return Eligibility:**

- We accept returns within a reasonable time frame from the purchase date.
- To be eligible for a return, the item must be unused or lightly used.

### **Return Process:**

- To initiate a return, please contact us in writing at [admin@farmangels.org.au](mailto:admin@farmangels.org.au)
- We will provide you with instructions on how to return your item.
- Customers are responsible for return shipping costs unless item is defective.
- Please do not send your purchase directly to the manufacturer.

### **Refund Options:**

- If your return is approved, we will process a refund to your original payment method.
- Alternatively, we may offer a credit or exchange.
- The refund will be credited within 15 working days after we receive and inspect the returned item.

### **Late or Missing Refunds:**

- If you haven't received your refund within 10 working days, first check your bank account and credit card statements.
- If you still haven't received your refund, please contact us at [admin@farmangels.org.au](mailto:admin@farmangels.org.au)

### **Contact Information:**

- For any questions or concerns regarding our refund policy, please contact us at [admin@farmangels.org.au](mailto:admin@farmangels.org.au)