

## **Refund Policy**

All requests for refunds must be made in writing (email or post).

The request should have the details of the initial donation/payment including the date, amount, name of the donor/payee, receipt number and the nature of the error.

For errors made by the Parish of Saints Peter and Paul, Bulimba (herein known as 'the parish') or its financial institution, a full refund will be made upon notification and all costs borne by the parish.

For errors in amount donated, the donor has sixty (60) days in which to notify the Parish of Saints Peter and Paul. The parish is under no obligation to give a refund if an error has been made on our part, but will endeavour to ensure that any genuine errors (such as to the amount donated) are rectified. The Parish of Saints Peter and Paul, which is a non-profit organisation, reserves the right to deduct any bank or transaction charges for any refund processed onto the donor.