

# Chargeback and Refund Policy

## Stripe: One-off Donations to Regular Gifts

### Introduction

At Veterans into Logistics we are committed to transparency, trust, and accountability in all our fundraising activities. We aim to ensure that all donations are used to delivery our mission, and that our supporters feel confident in their support. This Chargeback and Refund Policy outlines the procedures for handling chargebacks and refunds for donations made through our website or via other payment methods, including Stripe.

### Chargeback Policy

A chargeback occurs when a donor contacts their bank or card provider to reverse a donation that has been processed. While chargebacks are sometimes necessary to protect the donor from fraudulent transactions, we want to clarify the steps and conditions under which chargebacks can be disputed:

#### 1. Eligibility for Chargebacks:

- Chargebacks are only applicable if a donation was made fraudulently or in error. If you believe a donation was processed without your consent, please contact Veterans into Logistics directly in the first instance to resolve the issue before filing a chargeback.
- Chargebacks should only be initiated when no resolution can be reached between the donor and Veterans into Logistics.

#### 2. Resolution Process:

- If you have a query about your donation or believe there is an error, please contact us at [fundraising@veteransintologistics.org.uk](mailto:fundraising@veteransintologistics.org.uk) or 0300 111 9320. We will review any enquiry and do our utmost to resolve it promptly.
- We are happy to investigate any issues you may have regarding your donation. If a chargeback is initiated without prior contact with us, we reserve the right to contest the chargeback and provide evidence of the valid donation.

#### 3. Consequences of Chargebacks:

- Chargebacks are serious and may result in additional fees being applied to your donation.
- In the event of a chargeback, we may take appropriate steps to recover the funds.

#### 4. Fraudulent Donations:

- If a donation is identified as fraudulent, the charity will take appropriate action, including reporting to the relevant authorities. We encourage all supporters to keep their payment details secure and report any suspicious activity immediately.

### Refund Policy

We understand circumstances can change and a donor may wish to request a refund. However, since donations are made to support delivery of our mission, please note these guidelines for issuing refunds:

## 1. General Refund Guidelines:

- As a UK charity, we adhere to the principle that donations made in good faith are typically non-refundable. Once a donation has been processed, it will not be refunded unless there are exceptional circumstances.
- Refunds may be issued in cases where the donation was made in error or if there was a technical issue during the donation process.

## 2. Requesting a Refund:

- If you wish to request a refund for your donation, please contact us within 30 days of making the donation. Provide the following information:
  - Your full name
  - Donation date and amount
  - Payment method used
  - Reason for refund request
  - Daytime phone number, if you are happy for us to call you about the request
- Refund requests can be made by emailing [fundraising@veteransintologistics.org.uk](mailto:fundraising@veteransintologistics.org.uk) or calling 0330 111 9320.

## 3. Refund Process:

- Once a refund request is received, we will review the details and process the refund accordingly. If the refund is approved, we aim for the funds to be returned to the payment method used to make the donation within 10 working days.
- We reserve the right to approve or deny refund requests based on the circumstances and whether the request aligns with the charity's policy.

## 4. Tax Implications:

- If your donation is refunded, it may affect any tax-deductible status you may have claimed. We encourage you to consult with a tax advisor regarding the implications of any refund.

## Communication and Transparency

We are committed to maintaining open communication with our supporters. If you have any questions about chargebacks, refunds or anything else relating to your donation, please get in touch.

### Thank you for your generosity

We appreciate your support of Veterans into Logistics ~ your donation enables us to provide life-time financial security and independence through employment opportunities to vulnerable veteran, and we strive to ensure all donations are processed with transparency and in compliance with all applicable laws and regulations.

### For further information or assistance please contact us at:

Veterans into Logistics

Birch Mill Business Centre, Heywood Old Road, Rochdale, Greater Manchester OL10 2QQ

[fundraising@veteransintologistics.org.uk](mailto:fundraising@veteransintologistics.org.uk) | 0330 111 9320 | [www.veteransintologistics.org.uk](http://www.veteransintologistics.org.uk)