

## **GMP Extend**

Policy Title:           **Refund Policy**



Global Mission Partners Extend Ltd. (Extend) is committed to fairness and transparency and respects the financial contributions that are made towards our programs. Extend asks that anyone proceeding with a gift considers their gift and gift amount carefully.

We acknowledge that it is possible for a supporter to make an error when making a gift. We also recognise the potential for administrative or technical errors to occur. A request for a refund of contributions already donated to Extend by a supporter will be considered.

Extend is under no obligation to provide a refund for gifts but will endeavour to rectify genuine errors.

Requests for refunds must include the details of the initial transaction including date, amount, supporter's full name, supporter ID number (if known) and the nature of the error.

Should an administrative or technical error be made by Extend, a full refund will be made immediately upon notification of the error.

All requests will be examined and approved at Extend's discretion.

Requests for refunds should be made in writing and sent to: [info@extend.org.au](mailto:info@extend.org.au)