

# **DONATIONS: REFUND POLICY**

## **Scope of Policy**

This Refund Policy is applicable to all Donors who make a donation, towards the various initiatives of the Pranyas Development Foundation.

## **Refunds and Cancellations**

At Pranyas Development Foundation, we take great care to process donations accurately as per donor instructions. Once processed, donations are generally non-refundable. In exceptional cases such as unauthorized transactions or errors, refunds may be granted if requested within 2 days of the donation.

To request a refund, donors must:

1. **Submit a Written Request:** Send a written request for a refund within 2 days of making the donation. Include proof of the donation deduction at [contact@pranyas.org](mailto:contact@pranyas.org).
2. **Return Receipt:** If a donation receipt was issued, return the original receipt to our office address.
3. **Invalid Receipt:** If a donation receipt was issued via email, Whatsapp etc., any other Electronics Mode, the receipt will become invalid and any Tax Exemptions claim will not be applicable.
4. **Tax Exemption Certificate:** If a tax exemption certificate has been issued, refunds are not possible. However, if the error was on our part, we will issue a refund and cover associated costs.

If a donation is credited twice due to issues like technical glitches or bank delays, the Foundation is not liable for refunds. Donors should seek resolution from their bank. Refund requests made for reasons such as changes of mind are not eligible.

## **Variation of the Refund Policy**

The Foundation shall be absolutely entitled at its sole discretion from time to time to add, alter, delete or modify any of the terms and conditions contained herein. Such changes, additions, alterations, deletions or modifications shall be binding on you once you visit the Site after the Privacy Policy has been so amended.