

Refund Statement and policy

The Catholic Foundation is registered as a charity with the Australian Charities and Not for Profits Commission. All pricing and transactions on this website are stated in Australian Dollars (AUD) and are secured using 128 Bit Secure Socket Layer (SSL) encryption technology.

By completing a donation, purchasing a membership or buying event tickets you certify that: 1. you accept the Terms & Conditions and the [Privacy Policy](#), 2. you understand you can cease communication, or access and change your personal information by calling 07 3324 3200 or emailing giving@bne.catholic.net.au.

The Catholic Foundation accepts all donations in good faith, including monthly gifts to the Living Faith program. Due to the nature of charitable donations the Catholic Foundation is under no obligation to extend refunds. Donations that are knowingly and voluntarily given will not be refunded. Any donation, purchase or other transaction made through the website by a user inserting that user's credit card details is final and not disputable. Any decision regarding refunds will be made at the discretion of the Catholic Foundation's management team.

A refund may be considered under the following conditions:

- Where there has been an unauthorised use of a user's credit card, and the unauthorised nature of that use is proved on the balance of probabilities;
- If the donation was provided by a vulnerable person who did not have the capacity to make the gift;
- If the donor entered the wrong amount;
- Under exceptional circumstances.

Errors by the Catholic Foundation: Should an error be made by the Catholic Foundation, one of its agents or its financial institution(s), a refund will be processed as soon as possible when notification of the error is received, and all costs will be borne by the Catholic Foundation.

To request a refund contact the Catholic Foundation within 14 days of receipt by phone on 07 3324 3200 between 9am and 5pm Monday to Friday or by email to giving@bne.catholic.net.au. Alternatively, written queries may be mailed to: The Catholic Foundation, PO Box 282, Brisbane, QLD 4001 Australia. Please include details of how the donation was made, the amount, the date and the circumstances under which a refund is requested.

If a donation is refunded, the associated tax receipt is no longer valid so it should be securely destroyed. Please note it is the individual's responsibility to submit only correct receipts to the Australian Tax Office.

All refunds will be processed to the channel that they were received. For refunds of donations, membership purchases or event tickets where the original transaction was made on a debit or credit card, the refund will only be processed directly to that card.

Applying for a Refund: If you need to apply for a refund please submit your request by providing your full name, Supporter ID (if known), full mailing address and phone number. Please include details of how you made the donation, the date and amount given and the circumstances justifying your request.