

World Mission Agency – Winners Chapel International (WMA-WCI)

DONATION REFUND POLICY



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| Originator: | Mission Accountant |
| Department: | Finance |
| Version | 1 |
| Date | August 2020 |
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1. **Introduction**

WMA-WCI has the overall duty to channel donations toward the fulfilment of her charitable objectives. The charity law constrains us to refund any donations made genuinely and without our involvement. Therefore, WMA-WCI expects donors to exercise due care and diligence while making their donations.

This policy sets out conditions under which donations can be refunded and the procedures to follow.

Finance department European Head Quarter (EHQ) is responsible for managing this process.

2. **Scope**

This policy applies to all donors to WMA-WCI.

3. **Policy**

Donations are generally non-refundable but in certain circumstances, due considerations may be given for refunds of donations, such as:

- a. If the terms and conditions of the donation provide for it to be returned in specific cases or,
- b. Where the law specifically provides for the donation to be returned in a particular circumstance; or
- c. By way of an 'ex-gratia payment' (a payment made as a result of a compelling moral, but no legal obligation). This type of donation return will only be permitted where the charity has received an order from the Charity Commission for England and Wales.
- d. Where the donor mistakenly made a donation which is meant for another charity to us. Upon request for refund via email from the donor and after carrying out due diligence to confirm the genuineness of this error, a full refund will be arranged.
- e. Where the donor mistakenly made a higher amount of donation than intended to give to the charity, a full refund will be made upon notification

and after our due diligence check less any processing fees deducted at the source of payment.

f. Where donor account is charged by our team in error with higher amount while processing such donation electronically, a full refund will be made immediately once spotted without the donor having to request for it. Where we are notified first by the donor, then a full refund will also be made to the donor after our checks.

4. Refund Procedure

a) For category 3(a – d), the donor is required to send a written request via email to financeoffice@winners-chapel.org.uk within four weeks after the donation is made. The following information shall be required when sending the refund request:

- i. The donor's name and contact details
- ii. The date of donation(s)
- iii. The medium of giving (cheques, bank transfer, debit card, text-to-give)
- iv. The total donation(s) amount
- v. The reason(s) for requesting a return of donation
- vi. The name of the local church which the donation was made towards (if applicable)
- vii. Acknowledgement that processing fees will be deducted from their donation to avoid financial harm to the charity where this was deducted at the source, e.g. PayPal fees (if applicable)

b) Finance department EHQ will carry out due diligence on the request to ascertain genuineness. During our review, we may request further information or documents from the donor.

c) If a donation return request is successful, the return can only be made to the individual who made the donation. The Charity will not return the donation to any account other than the one registered with the donor. Refunds will be processed within ten working days. WMA-WCI will make refund only through the same method the donation was originally received, e. g.

- i. Donations received by cheque will be refunded by issuing a cheque to the named donor on the cheque.

- ii. Donation received through online transfer to the charity's bank account; the refund will be made electronically to the same bank account of the named donor.
 - iii. Where the donation was received by debit card, the refund will be made to the same debit card used.
- d) WMA-WCI is not obliged to refund donations that do not fall within Section 3 a – f; we will communicate our decision to you in writing within ten working days of receiving your request.

Contact Information

For further enquiries on this policy, donations and privacy, please contact the Finance Office EHQ via telephone on 01322 292 097 or by email at financeoffice@winners-chapel.org.uk

