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# Refund and Delivery Policy

## Document History

Version	Date	Description	Next Review
1	24/11/2016	Original Refund and Delivery Policy published	
2	25/11/2025	Updated and improved	Before November 2026 Annual Board Meeting

If you require further information regarding this document, please contact:  
[info@fairaction.ngo](mailto:info@fairaction.ngo)

## Refund Policy

Fairaction International is an Australian registered charity and Deductible Gift Recipient focused on ending water poverty through sustainable water solutions.

Because donations are used to plan and deliver long-term community projects, we are generally unable to provide refunds.

Please check your donation amount and details carefully before submitting your gift.

However, we understand that mistakes can happen. A refund may be considered in the following circumstances:

- an incorrect amount was entered
- a duplicate donation was made in error
- a transaction was made using a card or account without the account holder's authority
- a technical error on our website or payment platform caused an unintended donation.

If you believe a refund is warranted, please contact us as soon as possible with:

- your full name
- date and amount of the donation
- the last four digits of the card used or the account reference
- a brief explanation of the issue.

Refunds are assessed on a case-by-case basis and may be granted at the discretion of the CEO or an authorised Director. If a refund is approved, it will be made using the original method of payment wherever possible.

If your donation was made in error and you intend to claim it as a tax deduction, please note that you may need to seek advice from the Australian Taxation Office or your tax adviser about any implications of a refund.

## Donation delivery policy

Fairaction International does not deliver physical goods in exchange for donations. Your donation is a voluntary gift used to support our work providing sustainable access to safe water and building community resilience.

For every successful online donation:

- A tax-deductible receipt (for eligible Australian donations) is emailed to the address you provide at the time of payment.
- Receipts are normally issued within a few minutes of your donation being processed.

If you do not receive your receipt:

1. Please check your junk or spam folder.
2. If it is not there, contact us with your name, email address, donation date and amount, and we will resend the receipt or provide a copy.

## Project-specific donations

Where you donate to a specific project or appeal, Fairaction will apply your gift to that purpose as far as practicable. If a project becomes fully funded, is delayed or cannot proceed as planned, your donation may be directed to a similar project or to our broader work to end water poverty, so that your contribution continues to have meaningful impact.

If you have any questions about your donation, receipt or how funds are used, please contact our team and we will be happy to help.