

## **UMLAMBO FOUNDATION REFUND POLICY**

Umlambo Foundation has instituted a donation refund policy to ensure fair and transparent processing of requests for refund of donations as digital payments are becoming more frequent. Umlambo Foundation expects that all donors will exercise due care and diligence while making donations. Umlambo Foundation also recognises that a donation may be made erroneously or donors may change their mind. Umlambo Foundation will examine request for refund of donation and endeavour to make the refund. Umlambo Foundation may also seek proper explanation and reason from the user. Also, it will require further verification of the user and need documents of proof as well as for donation.

Umlambo Foundation is not obliged to make refunds and may, in its discretion, decline any requests for refund of donations, particularly if a tax exemption certificate has been issued.

If you would like your donation to Umlambo Foundation to be refunded,

You must request Umlambo Foundation in writing or by email for a refund and your request must reach Umlambo Foundation within 14 (fourteen) days from the date on which you made the donation i.e., the date on which you:

Made the donation online, electronically or through other means, OR

Handed over the cheque / demand draft to Umlambo Foundation or someone authorised by Umlambo Foundation for this purpose, OR

Despatched the cheque / demand draft to Umlambo Foundation by other means.

AND include the donation amount

The written request stating reason for requesting refund must be sent to the address stated below

Umlambo Foundation

273 Eridanus Str

Waterkloof Ridge

Pretoria

0181

Email: [khosis@umlambo.org](mailto:khosis@umlambo.org)

