

Donation Refund Policy for Hop4Kids

1. Purpose

This policy outlines the procedures for requesting and processing refunds for donations made to Hop4Kids.

2. General Policy

Donations to Hop4Kids are generally refundable if requested within 120 days. Donors wishing to request a refund must adhere to the conditions outlined in this policy.

3. Eligibility for Refunds

Donors may request a refund under the following circumstances:

- The donation was made in error (e.g., duplicate donation).
- The donor is dissatisfied with the donation experience.
- The donation violates the organization's policies or guidelines.

4. Requesting a Refund

To initiate a refund request, donors must:

- Submit a written request via email or letter to Hop4Kids.
- Include the following information:
 - Donor's name and contact information
 - Donation date and amount
 - Reason for the refund request
 - Any relevant transaction details (e.g., receipt number)

5. Review Process

Upon receiving a refund request, Hop4Kids will:

- Acknowledge receipt of the request with a confirmation email.
 - Review the request in accordance with this policy.
 - Notify the donor of the decision regarding the refund.
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6. Refund Method

If a refund is approved, it will be processed using the same method of payment used for the original donation, if feasible. If not, we will contact the donor to discuss alternative solutions.

7. Tax Implications

Please note that once a refund is processed, the donor is no longer eligible for a tax deduction related to the refunded donation. Hop4Kids is not responsible for any tax filing or reporting related to this refund.

8. Exceptions

Certain types of donations, such as event tickets or merchandise purchases, may have specific refund policies. Donors are encouraged to review the terms associated with these transactions.

9. Contact Information

For any questions regarding this policy or to request a refund, please contact:

Hop4Kids

Alex Kwan

415-619-4305

alex.kwan@hop4kids.org

10. Policy Review

This policy will be reviewed regularly and may be updated as necessary.