

REFUND POLICY



Refund Policy

This policy outlines the circumstances under which the Spinal Research Institute (SRI) will refund a donation.

The SRI expects that anyone wishing to donate consider their decision carefully and check donation amounts during transactions.

The SRI recognises that it is possible to make an error when making an online donation or for donors to change their mind about the donation made.

If an error is made in an online donation or if the donor changes their mind, the donor has 30 days in which to notify the SRI of the error.

All requests for refund must be made in writing and directed by email to info@thesri.org or by post to Development Manager, Spinal Research Institute, Royal Talbot Rehabilitation Centre, 1 Yarra Blvd, Kew 3101, Australia.

The request should include the details of the donation including the date, amount, donor name, receipt number and the nature of the error.

The SRI will endeavour to rectify genuine errors, however we are under no obligation to give refunds and decisions to issue refunds will be at the SRI's discretion.

If a donation amount is adjusted by the SRI, the original receipt issued will become invalid and a new receipt will be issued for the amount of the adjusted donation.

The SRI reserves the right to deduct any bank or transaction charges for any refund transaction from the refund amount.

Refunds will be returned using the original method of payment e.g. for a donation made by credit card, the refund must be credited to that same credit card.

Should an error be made by the SRI or its financial institution(s), a refund will be made upon notification of the error and all bank and transactions costs will be borne by the SRI.

Last Update: 22 FEBRUARY 2019