

REFUND POLICY

Save the Children, India has instituted a refund policy to ensure fair and transparent processing of requests for refund of donations. Save the Children, India respects and honours the financial contributions made by individuals towards the most marginalised children in India. We take utmost care to process donations as per the instructions given by our donors, online and offline. At the same time, we also recognise that a donation may have been made erroneously or the donor may change his/her mind and cancel the donation.

Save the Children will respond to the donor within 2 working days of receiving a valid request for refund from the donor. The donor will have to send Save the Children a written request for a refund within 15 days of donating, to the email - donorsupport@savethechildren.in. Donors need to keep the following points in mind while initiating a refund request:

1. Save the Children will examine each refund request and seek explanations from the donor. Donor details will be verified by seeking documents of proof (Pan No, Address) and donation (date of donation, amount of refund, mode of donation, transaction reference number and reason for refund).
2. As per clauses (viii) and (ix) of sub-section (5) of Section 80G of the Income Tax Act introduced with effect from 1st April, 2021, Save the Children (the Donee) will file 'Statement of Donations received" (in Form No.10BD) having details of donors and donations received and will be issuing the Certificates to the donors (in Form No.10BE) having details of the donee, details of donor and details of donation received during the financial year, on or before 31st May immediately following the financial year in which the donation is received. As per the aforesaid provisions, deduction on account of the donation under Section 80G shall be allowed to the donor only on the basis of the Statement of Donations filed by the Donee, based on which details of the donation will appear in the Income Tax Return of the Donor to claim deduction under section 80G.
3. The refund process may take 15 to 20 working days depending on the availability of the information from third parties such as Payment Gateway, Banks, etc. through which transaction is done. Irrespective of the mode of donation, refund amount will be credited to donor's bank account only.

Save the Children 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.