

## **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 honors 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.

However, in case of an unlikely event of an erroneous donation or if the donor would like to cancel his/ her donation, Save the Children will respond to the donor within 7 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 a maximum period of 15 days of donating, to the email - [donorsupport@savethechildren.in](mailto: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 Number and 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 (S) 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.1OBD) having details of donors and donations received and will be issuing the Certificates to the donors (in Form No.1OBE) having details of the donee, details of donor and details of donation received during the financial year, by 31<sup>st</sup> May immediately following the end of 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 with the Income Tax authority.
3. After receiving the request for refund from a donor within 15 days from the date of donation, 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 directly to the donor's bank account or the credit card account from which the donation was made. The donor will have to share his/her account holder name, account number and IFSC code in case the donation was made via bank transfer. However, in case of online donations via debit or credit card, the donation will be refunded and credited directly to the card account details in case the refund request has been received within 15 working days of deduction of the donation.

**Note: If the tax exemption certificate has already been issued, then we will not be able to refund the donation. However, in case of a valid refund request due to any error on Save the Children's part, Save the Children will consider the request for refund of donation.**