

Donations

Due to the nature of charity donations, refunds are given at the discretion of our management. Therefore, please make sure that the amount you enter is the amount you wish to give.

In the event of an incorrect amount being entered, or if the donation is made accidentally or there is an extremely unusual circumstance, please contact us in writing to MCSFundraising.mailbox@mercycommunity.org.au.

If a donation is refunded, the associated tax receipt is no longer truthful so it should be destroyed.

Where plausible the approved refund will be provided via the same way it has been provided, i.e. if the donation is given via a cheque, a cheque will be issued by Mercy Community back to the donor.

Event tickets

Once the transaction has taken place refunds are given at the discretion of our management.

Refunds are given at the discretion of management providing the tickets are returned to us in a resalable condition within seven days.

General rules

Ticket sales

We will refund ticket sales if the buyer advises two days in advance of the event that they cannot attend due to illness or misadventure.

Donations and recurring donations

- We will refund if there was an error with the donation processing
- We will refund if the donor entered the wrong amount
- We will refund if the recurring donation did not cancel correctly when requested
- We will refund if the donation was provided by a vulnerable person
- We may refund if there are exceptional circumstances

Should an error in the donation amount be detected and a request for refund made after 90 days have expired, Mercy Community regrets that we are unable to issue a refund.