

University of South Australia

Advancement Services - Donation refund guidelines

Purpose

The Advancement Services Unit at the University of South Australia (UniSA) has developed donation refund guidelines as part of our commitment to respecting the financial contributions that people make to our institution.

We recognise the importance of donations and want to ensure we establish appropriate principles of transparency and fairness in regard to the management of refunds.

This document outlines the circumstances under which the Advancement Services Unit will refund a donation made to the University of South Australia.

Scope

These guidelines apply to all individuals who make financial donations to the University of South Australia by credit or debit card, including card payments made online, over the phone or through a paper donation form.

Guidelines statement

The University of South Australia asks that anyone wishing to donate considers their decision carefully and checks the donation amount(s) entered during transactions.

UniSA recognises that it is possible for donors to make an error when making a donation. It is also possible that an administrative error can occur when gifts are processed by a member of staff.

Under these guidelines, UniSA will endeavour to refund donations in accordance with the following principles:

Principles

- If a donation error occurs we will review all requests for refunds that are made in writing within 14 days of the date the donation was made.
- Advancement Services will endeavour to ensure that genuine errors are rectified, however the University is under no obligation to give refunds.
- The written refund request should include the details of the initial transaction including date, donation amount, donor's name, ID, tax invoice number and the nature of the error. Requests for refunds can be sent by email to giving@unisa.edu.au or by post to: *Advancement Services Unit, University of South Australia, GPO Box 2471, Adelaide, SA 5001, Australia*

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- If an amount is adjusted by the University of South Australia, the original receipt issued for the incorrect amount will become invalid and a new receipt will be issued for the amount of the adjusted donation.
- UniSA reserves the right to pass any refund transaction charges onto the donor.
- Refunds will be returned using the original method of payment – if a donation has been made by credit card, the refund must be credited to that same credit card.
- Should an error be made by UniSA or our financial institution(s) when processing a gift, a refund of the full amount will be made as soon as possible, once we are notified of the error in writing.
- Where a donor's card has been used fraudulently to make a gift to UniSA, donors will be advised to contact their card provider in the first instance.