# Return & refund policy

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This refund policy outlines the procedure and process of issuing a refund. Should an error be made in the amount of any donation, you – as the donor – has 30 days to notify the Foundation for Alcohol Research and Education (FARE) of the error. All requests for refunds must be made in writing and directed by email to info@fare.org.au or by post to Senior Finance Officer, Foundation for Alcohol Research and Education, PO Box 19, DEAKIN WEST, ACT 2600. The request should have the details of the initial donation including the date, amount, name of the donor, the receipt number and the nature of the error. If the error is in relation to a tax invoice that was issued, the incorrect amount immediately becomes void and invalid, and a new tax invoice will be issued for the amount of the corrected donation. Should an error be made by FARE or its financial institution(s), full refunds will be made immediately upon notification of the error and all costs will be borne by FARE. Refunds of the amount pledged to be donated will not automatically be made simply because you have changed your mind. It is for this reason that we ask that you make your choice to donate carefully. FARE is under no obligation to provide a refund if an error has been made on your part, but we will ensure that any genuine errors (such as to the amount donated) are rectified. FARE is a not-for-profit organisation and reserves the right to deduct any bank or transaction charges for any refund to the donor. Should an error be detected and a request for refund be made after 30 days, FARE regrets that it is unable to refund any monies.

### Contact us

## Join our community

Will you join the community taking action on alcohol?