



# Website terms of use

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#### **General terms**

Donations to the Sisters of Charity Foundation of \$2 and over are tax deductible in Australia. This will appear on your tax receipt. Ongoing (monthly, quarterly or similar) donations of \$2 and over are also tax deductible.

#### **Disputes and refunds**

All complaints, grievances and disputes will be treated seriously, quickly and in a timely manner, having due regard to procedural fairness and confidentiality. All parties are required to participate in the dispute resolution process in good faith. If you believe that there has been an error with your donation, you should notify us directly by phoning (02) 9367 1211 or emailing [foundationadmin@rscoffice.com](mailto:foundationadmin@rscoffice.com) as soon as possible so that we can resolve your query quickly. Any issues should be directed to the Sisters of Charity Foundation in the first instance so that we can attempt to resolve the matter. If you are not satisfied with the outcome you can still refer it to your financial institution which will obtain details of the disputed transaction and may lodge a claim on your behalf.

### **Ongoing (monthly, quarterly or similar) donations**

#### **Your obligations**

It is your responsibility to ensure that there are sufficient clear funds available in your account. You should check your account statement to verify that the amounts debited from your account are correct.

#### **Changes and cancellations**

If you wish to cancel, defer or alter a debit payment you must notify us by phoning (02) 9367 1211 at least 14 days before the next donation day.

Please provide details of your donation subscription, such as name, address, and email, etc, for ease of processing.

#### **Feedback and complaints handling procedure**

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