

Refund Policy for the Archdiocese of Durban

Refund Policy for eCommerce

Last updated: August 04, 2021

Thank you for your donation to the Archdiocese of Durban.

If, for any reason, you as the donor are not completely satisfied with your eCommerce transaction we invite you to review our policy on refunds.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Refund Policy:

- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Archdiocese of Durban, 154 Gordon Road, Morningside, Durban 4001.
- **eCommerce** refers to the payment platform offered for payment processing on the Service.
- **Contribution/Donation** means a fully processed payment by You, using the eCommerce platform on the Service, for the sole benefit/discretion of the Company's use.
- **Service** refers to the Website.

- **Website** refers to Archdiocese of Durban, accessible from <https://www.catholic-dbn.org.za/>
- **You** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Your Donation Cancellation Rights

You are entitled to cancel Your Contribution/Donation within 14 days should you have made an error in payment capturing or processing, or your card was used without your consent.

The deadline for cancelling a Contribution/Donation is 14 days from the date on which the Contribution/Donation was processed.

In order to exercise Your right of cancellation, You must inform Us of your decision and reasons behind the cancellation by means of a clear statement. You can inform us contacting us in the following manner by:

- By email: archfinance@aod.org.za

We will reimburse You no later than 14 days from the day on which We receive and acknowledge your correspondence. We will use the same means of payment as You used for the Order, and You will not incur any fees for such reimbursement.

Conditions for Refund

In order for your to be eligible for a refund, please make sure that:

- The Contribution/Donation was processed in the last 14 days
- You establish your identity clearly, state the rationale for the required refund clearly and provide any supporting documentation required by us in order to verify your identity as the cardholder/account holder/donor.
- You consent to having any documentation/information provided being vetted by third party sources, including but not limited to, the South African Police Services.

*We reserve the right to refuse the refund of any Contribution/Donation that does not meet the above conditions in our sole discretion.

Contact Us

If you have any questions about our Refunds Policy, please contact us:

- By email: archfinance@aod.org.za

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