

REFUND & CANCELLATION POLICY

Effective Date:01 June 2026

1. Introduction

Visawa Bahuuddeshiya Sanstha (“the NGO”, “we”, “our”, or “us”) is committed to transparency and accountability in handling donations received through our website.

By making a donation, you agree to this Refund & Cancellation Policy.

2. Nature of Donations

All donations made to Visawa Bahuuddeshiya Sanstha are voluntary charitable contributions. Donations are utilized to support the organization’s charitable, educational, social welfare, healthcare, environmental, and community development initiatives.

As donations are generally allocated to these activities soon after receipt, they are normally **non-refundable**.

3. Cancellation of Donations

Once a donation has been successfully processed, it cannot ordinarily be cancelled.

If a donor believes a donation was made in error, they should contact us as soon as possible with the transaction details.

4. Refund Eligibility

Refund requests may be considered only under the following circumstances:

- Duplicate donation due to multiple transactions.
- Incorrect donation amount charged because of a technical or system error.
- Unauthorized or fraudulent transaction, subject to verification.
- Payment deducted from the donor’s account but the donation was not successfully received by the NGO due to a technical failure.

All refund requests are subject to review and approval by the NGO.

5. Refund Request Process

To request a refund, please contact us within **7 days** from the date of the transaction and provide the following details:

- Donor's Full Name
- Mobile Number
- Email Address
- Date of Donation
- Donation Amount
- Transaction ID / Payment Reference Number
- Reason for Refund Request

Refund requests may be submitted via:

Email: _____

Phone: _____

6. Refund Processing Time

If the refund request is approved:

- Refunds will be processed within **7 to 15 working days**.
- The amount will be credited to the original payment method used for the donation.
- Actual credit timelines may vary depending on the payment gateway, bank, card issuer, or UPI provider.

7. Non-Refundable Donations

Refunds will generally **not** be provided in the following situations:

- Change of mind after making a donation.
 - Donor dissatisfaction regarding how the NGO carries out its charitable activities.
 - Donations made voluntarily without any technical error.
 - Requests received after the prescribed refund request period, unless exceptional circumstances apply.
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8. Tax Benefit Adjustments

If a tax exemption certificate or donation receipt has already been issued, any approved refund may require cancellation of the receipt or compliance with applicable tax regulations before the refund is processed.

9. Payment Gateway Charges

Where permitted under applicable law and the payment gateway's policies, any non-refundable payment processing charges imposed by the payment service provider may be deducted from the refund amount.

10. Right to Reject Refund Requests

Visawa Bahuuddeshiya Sanstha reserves the right to reject refund requests that:

- Do not meet the eligibility criteria stated in this policy.
 - Contain incomplete or incorrect information.
 - Are found to be fraudulent or abusive.
 - Violate applicable laws or regulations.
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11. Policy Updates

The NGO reserves the right to amend or modify this Refund & Cancellation Policy at any time. The latest version will always be available on our website.

12. Contact Information

Visawa Bahuuddeshiya Sanstha

Visawa Bahuuddeshiya Sanstha

Address: Jawala (E.), Tq. Dist. Yavatmal, Maharashtra, India-445109

Phone: 9403605593, 9404119300

Email: visawasanstha2026@gmail.com & child_protection@visawango.com

Website: <https://visawango.org>

For any questions regarding this Disclaimer, please contact us using the details above.