

Donation and Refund Policy

Last Updated: September 9, 2025

1. Our Commitment

Foundation Wellbeing Trust ("we," "us," "our") is a registered charity (No. 1176490) committed to promoting and protecting physical and mental health within our community. We are grateful for every donation we receive, as it helps us carry out our vital work. This policy outlines our position on donation refunds.

2. General Donation Terms

All donations made to Foundation Wellbeing Trust are considered voluntary and non-refundable gifts. Once a donation is processed, it is immediately put to use to support our community wellbeing programs and operational costs. For this reason, we do not typically offer refunds on donations.

We ask that you make your decision to donate carefully. As a charity, we are subject to legal and accounting requirements that make refunding donations a complex process.

3. Exceptional Circumstances

We understand that errors can happen. We will consider a refund request only under exceptional circumstances, such as:

- **Proven Error:** If you can provide evidence that a genuine error was made (e.g., you accidentally entered the wrong donation amount or made a duplicate donation).
- **Unauthorized Use:** If you can provide evidence that your card was used fraudulently or without your authorization.

All requests for a refund under these circumstances must be made in writing within 14 days of the date the donation was made.

4. How to Request a Refund

If you believe an error has been made in your donation, please contact us as soon as possible. To submit a request, you must provide the following information in writing:

- Your full name
- The date of the donation
- The amount of the donation

- The reason for the refund request
- A copy of the donation receipt (if available)

Please send your request to our contact email address. We will review all requests on a case-by-case basis and will work with you to resolve any genuine errors. If a refund is approved, it will be returned using the original method of payment.

5. Contact for Donation Inquiries

If you have any questions about our Refund and Donation Policy, or if you need to discuss a donation you have made, please contact us.

Foundation Wellbeing Trust

Email: info@foundationwellbeingtrust.co.uk

Phone: 07398 823193

Thank you for your understanding and your generous support of our mission.