



## REFUND POLICY

Effective Date: 01/04/2026

At The Gem Project NPC, we are deeply grateful for the support we receive through donations and purchases. As a non-profit organisation, all funds received directly support our sanctuary work. This policy outlines the circumstances under which refunds may be considered.

### 1. Donations

All donations made to The Gem Project NPC are voluntary contributions and are non-refundable, unless otherwise required by law or where an error has occurred.

Refunds for donations will only be considered in the following circumstances:

- A duplicate or incorrect amount was charged in error
- A technical or processing error occurred

Requests for donation refunds must be submitted in writing within a reasonable time after the transaction.

### 2. Recurring Donations

Recurring donations may be cancelled at any time, but:

- Any successful donations processed prior to cancellation are non-refundable
- No additional amounts will be charged after cancellation has been confirmed

Please refer to our Recurring Donation Cancellation Policy for cancellation procedures.

### 3. Merchandise and Physical Goods

Refunds for physical goods purchased through our website are handled in accordance with our Returns Policy.

Approved refunds may be issued when:

- Items are returned within the applicable return period
- Items are defective, damaged, or not as described

Refunds will be processed after the returned item has been received and inspected.

### 4. Event Fees and Bookings

Event tickets, workshops, fundraising events, or paid visits:

- May be non-refundable unless otherwise stated at the time of booking
- May be refunded or credited at our discretion if an event is cancelled by us

Specific cancellation or refund terms will be communicated per event.

### 5. Refund Method and Timing

- Approved refunds will be issued via the original payment method
- Refunds may take 5–10 business days to reflect, depending on the payment provider



- Transaction or delivery fees are non-refundable, unless required by law

## **6. Third-Party Payment Providers**

Payments made through third-party payment processors are subject to their processing timelines. The Gem Project NPC does not control these timelines but will assist where possible.

## **7. Legal Rights**


This policy is applied in accordance with the Consumer Protection Act, 68 of 2008. Nothing in this policy limits your statutory consumer rights under South African law.

## **8. Contact Us**

To request a refund or for any questions regarding this policy, please contact:

The Gem Project NPC

 Email: [Info@gemproject.org.za](mailto:Info@gemproject.org.za)

 Phone: 021 065 1691