

Operational Policy



Refund Policy

Version Number:	1
Formulated by:	Business & Policy Officer
Date Approved:	07 2021
Approved by:	QMC
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Review Responsibility:	CEO

PURPOSE AND SCOPE

Volunteering Victoria requires a policy setting out the basis on which the organisation will provide refunds for payments made for membership, training, events and the national standards booklet or if a payment is made in error to Volunteering Victoria.

POLICY STATEMENT

Volunteering Victoria will refund any payment or exchange or substitute any merchandise purchased from Volunteering Victoria through the website or otherwise in accordance with this Policy.

Application: This Policy applies to anyone who has made a payment to Volunteering Victoria in error or otherwise in accordance with this Policy or purchased merchandise from Volunteering Victoria which the purchaser deems is defective or not as represented by Volunteering Victoria and requires a refund or exchange or substitution of the merchandise.

Any items returned to Volunteering Victoria under this Policy including the cost of return postage will be at the purchaser's expense.

All prices provided or shown and all transactions on Volunteering Victoria website are in Australian dollars, AUD, only.

All prices for items of merchandise or for training or event costs or membership or CPD fees reflected on the Volunteering Victoria website or as otherwise displayed or advised to the purchaser are subject to change without notice.

Receipt for all contributions will be issued by email immediately after payment.

Merchandise purchased through the Volunteering Victoria website will be posted to the purchaser using Australia Post. Delivery will be made within fourteen (14) days of purchase.

Any refunds made under this Policy will be effected by Volunteering Victoria by bank transfer within fourteen (14) days of being provided with the relevant information by the purchaser, including bank details, to effect the refund.

Volunteering Victoria will provide refunds or effect an exchange or substitution in the following circumstances:

1. Any payment made in error by any person or organisation to Volunteering Victoria and the purchaser advising Volunteering Victoria of the error in writing to info@volunteeringvictoria.org.au explaining the error within seven (7) days of the payment being made.
2. where merchandise is purchased from Volunteering Victoria and the goods are damaged, faulty, or not as described by Volunteering Victoria and the purchaser advises Volunteering Victoria of the defect in writing to info@volunteeringvictoria.org.au explaining the defect or issue within seven (7) days of receiving the item purchased. In such an event the item will be replaced by Volunteering Victoria if this is possible or a refund issued within fourteen (14) days of the item being returned to Volunteering Victoria.
3. any payment with respect to a training or event booking if the booking is cancelled with written notification by email to Volunteering Victoria on info@volunteeringvictoria.org.au at least seven (7) days prior to the event.
4. any membership fees paid for through the Volunteering Victoria website or otherwise will be refunded where notice is given in writing of cancellation or withdrawal of the membership application to info@volunteeringvictoria.org.au within seven (7) days of the membership payment being made.
5. With respect to CPD, should a member of Volunteering Victoria register for CPD and make payment but wish to withdraw from the Program, the CPD payment will be refunded provided the member withdraws by written notification to Volunteering Victoria (sent by email cpd@volunteeringvictoria.org.au) prior to 30 June in the relevant year of the CPD program.

DEFINITIONS

1. CPD refers to Volunteering Victoria's Continuing Professional Development Program.
2. All prices shown and all transactions on the Volunteering Victoria website are in Australian dollars, AUD, only.
3. This Policy means the refund policy as described in this document.
4. Purchaser includes the person or organisation purchasing the merchandise, making the event or training booking, registering for the CPD or applying and paying for membership of Volunteering Victoria.

PROCEDURE

Processes: This Policy will be publicly displayed on the Volunteering Victoria website and will be made available to the public on request. It be updated on an annual basis.

Responsibilities: The refund policy will be reviewed annually by the chief executive officer of Volunteering Victoria. The Communications Officer will be responsible for publishing the current refund policy on the Volunteering Victoria website.

RELATED DOCUMENTS

Link to the relevant website page: <https://www.volunteeringvictoria.org.au/wp-content/uploads/2020/12/Refund-policy-.pdf>