

## Refund Policy

<b>Version Number:</b>	2022 08
<b>Formulated by:</b>	Business & Quality Officer
<b>Date Approved:</b>	
<b>Approved by:</b>	QMC
<b>Date of Next Review:</b>	2024 01
<b>Review Responsibility:</b>	CEO

---

### PURPOSE AND SCOPE

---

Volunteering Victoria may be required to refund payments received from customers at any time in case of error, cancellation or as a result of a faulty product.

A refund may be required for any payments made to Volunteering Victoria including, but not limited to, Membership and associated add-on programs such as CPD, sale of products/booklets and/or purchase of tickets/sessions for training and events.

This policy outlines the possible triggers for a refund and the processes required to undertake any refunds required.

---

### POLICY STATEMENT

---

This policy may apply to any customer/purchaser who has made a payment to Volunteering Victoria. It applies to:

- any payment made in error;
- in transaction to purchase an item/goods which the purchaser deems to be defective or not as represented by Volunteering Victoria; and
- non-attendance or cancellation of a training and event booking.

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

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 item/goods, for training or event bookings, 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.

At all times, customers/purchasers are issued a confirmation of payment/booking at time of initial transaction. Refunds will also be confirmed in writing to customer.

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

Any refunds made under this Policy will be processed by Volunteering Victoria via bank transfer within fourteen (14) days of being provided with the relevant information by the customer/purchaser, including bank details.

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](mailto: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](mailto: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 possible or a refund be 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 by written notification by email to Volunteering Victoria on [info@volunteeringvictoria.org.au](mailto:info@volunteeringvictoria.org.au) at least seven (7) days prior to the event.
4. any membership fees paid through the Volunteering Victoria website or otherwise will be refunded where notice of cancellation or withdrawal is given in writing to [info@volunteeringvictoria.org.au](mailto:info@volunteeringvictoria.org.au) within seven (7) days of the membership payment being made.
5. any paid CPD participant who decides to withdraw prior to 30 June in the relevant year of the CPD program and provides written notification to Volunteering Victoria by email [cpd@volunteeringvictoria.org.au](mailto:cpd@volunteeringvictoria.org.au).

---

## DEFINITIONS

---

CPD:	Continuing Professional Development Program.
Customer/Purchaser:	Either an individual or organisation entering a paid transaction with Volunteering Victoria Inc.

---

## PROCEDURE

---

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

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