



DONATION REFUND POLICY

No. Policy : SYRIACARE/GOVERNANCE/POLICY/2026/0001

No. Version : 1st VERSION

Effective Date : 1st SEPTEMBER 2026



DONATION REFUND POLICY

SYRIA CARE (Registration No.: PPM-035-10-11022014)

INTRODUCTION AND USE OF DONATIONS

- A. Syria Care [Registration No. PPM-035-10-11022014] (“**SC**”) is a non-profit organisation established to undertake and support humanitarian, charitable, relief and community-based initiatives, including the provision of humanitarian assistance to individuals and communities in need.
- B. As part of its fundraising activities, SC provides online donation facilities through its website and/or third-party payment gateways to enable members of the public (“**Donors**”) to make voluntary donations and contributions (“**Donations**”) in support of SC’s humanitarian, charitable and relief activities, campaigns and programmes.
- C. Donations received by SC may be used, allocated or disbursed for the campaign, programme or purpose selected or identified by the Donor at the time of making the Donation. Where no specific campaign or purpose is selected, the Donation may be applied towards SC’s general humanitarian, charitable and relief activities, including such reasonable operational, administrative and implementation costs necessary for carrying out those activities.
- D. Where circumstances make it impracticable or impossible for a Donation to be applied entirely towards the particular campaign or purpose originally identified, including where the relevant campaign has been completed, sufficient funds have been raised, circumstances on the ground have changed, or the intended programme can no longer be carried out, SC may apply the Donation or any remaining balance towards another humanitarian or charitable programme having a similar or related purpose, subject to any applicable law and SC’s internal governance requirements.
- E. All payments made through SC’s online donation facilities or payment gateways constitute voluntary charitable donations or contributions. They do not constitute payment for the purchase of any goods or services from SC, and no commercial consideration, product or service is provided to the Donor in return for the Donation.
- F. Accordingly, the usual rights of return, exchange, cancellation or refund associated with the online purchase of goods or services are not applicable to Donations made to SC. Any request for the return or refund of a Donation shall instead be considered solely in accordance with this Donation Refund Policy.
- G. This Donation Refund Policy is intended to set out the limited circumstances in which SC may consider a request for the refund of an online Donation, particularly where there has been a genuine payment, processing or transactional error, and should not be construed as creating a general right for a Donor to withdraw or revoke a Donation that has been validly and successfully made.



1. General

- a. Syria Care (“SC”) is a non-profit organisation that receives donations and contributions from members of the public to support its humanitarian, charitable and relief activities.
- b. All payments made through SC’s website, online payment platform or payment gateway are voluntary donations or contributions and are not payments for the purchase of any goods or services.
- c. Accordingly, the usual refund, return, exchange or cancellation policies applicable to online purchases of goods or services do not apply to donations made to SC.

2. Donations Are Generally Non-Refundable

- a. Once a donation has been successfully made and received by SC, the donation shall generally be regarded as **final and non-refundable**.
- b. Donors are therefore requested to carefully verify the donation amount, selected campaign or purpose, and payment details before confirming the transaction.
- c. A change of mind, change in personal circumstances or decision not to support a campaign after a donation has been successfully made shall not ordinarily constitute grounds for a refund.

3. Exceptional Circumstances

Notwithstanding Clause 2 above, SC may consider a refund where there is a genuine error or irregularity in the payment transaction, including:

- a. the same donation being charged more than once due to a duplicate transaction;
- b. an incorrect donation amount being processed due to a genuine input or technical error;
- c. an unauthorised transaction, subject to satisfactory verification;
- d. an error attributable to SC, its website, payment gateway or payment processing system; or
- e. such other exceptional circumstances which SC considers appropriate.

Any refund under this Clause is subject to SC’s verification and approval and shall not constitute an automatic entitlement to a refund.



4. Refund Request

Any request for a refund arising from the circumstances specified in Clause 3 should be submitted to SC as soon as reasonably practicable after the donor becomes aware of the relevant transaction. The donor may be required to provide:

- a. the donor's name and contact details;
- b. date and amount of the donation;
- c. transaction or payment reference;
- d. proof of payment; and
- e. the reason for requesting the refund.

SC may request such additional information as may reasonably be required to verify the transaction and the refund request.

5. Donations Already Applied or Disbursed

- a. Donations received by SC may be allocated, committed or disbursed promptly for humanitarian, charitable or relief purposes.
- b. Where a donation has already been applied, committed or disbursed for its intended charitable or humanitarian purpose, SC may be unable to process a refund, except where required by law or where the refund arises from an established payment or processing error.

6. Method of Refund

- a. Where a refund is approved, SC will generally process the refund through the **original payment method** used for the donation, subject to the procedures and requirements of the relevant bank, card issuer or payment gateway.
- b. Any processing time for an approved refund may depend on the relevant financial institution or payment service provider.

7. Cancellation of Recurring Donations

- a. Where a donor has authorised a recurring donation, the donor may request cancellation of **future recurring donations** in accordance with the applicable payment arrangement.
- b. Cancellation of a recurring donation shall operate prospectively and shall not ordinarily result in a refund of donations that have already been successfully processed before the cancellation takes effect.



8. Contact Us

For any enquiry concerning an online donation transaction or refund request, please contact:

Syria Care

Registration No.: PPM-035-10-11022014

Email: info@syriacare.org.my

Telephone: 011-37030900

Last Updated Policy: 1st September 2026

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