

Refund Policy

Chevra Hatzolah Melbourne Inc's (ABN 40 115 950 441) ("**Hatzolah**") online secure payment facility is for the payment of donations to Hatzolah.

If your donation has been made in error, please notify us:

- within 7 days of making the donation;
- send us the original of your receipt displaying the date and details of your donation; and
- indicate the reason for wanting a refund.

Requests for refunds should be sent to info@hatzolah.org.au or mailed to Chevra Hatzolah Melbourne Inc., 320 Orrong Road, Caulfield North VIC 3161. You may also phone us on 03 8534 0100 or fax us on 03 8534 0150.

While we will correct genuine errors that occur with regard to the donation (such as to the amount donated) and ensure that such genuine errors are rectified, Hatzolah ordinarily does not offer refunds of any donations simply because you have changed your mind.

Hatzolah, a not for profit organisation, reserves the right to deduct any bank or transaction charges incurred in connection with the refund of your donation. Any tax invoice issued for the original donation immediately becomes void and invalid. We will issue you a new tax invoice for the amount of the corrected donation (if any).