



Catholic Diocese of Darwin Refund Policy

This policy is to inform people who have made a donation on-line to the Catholic Church Diocese of Darwin (*the Diocese*) what to do if they have made a donation in error or a mistake in the amount of the donation.

Once you have made a donation to the Diocese we cannot normally give refunds if you change your mind. So please make sure you choose to donate carefully and ensure to complete all details correctly, including the amount you are donating to us.

Errors in Amount Pledged

If you have made an error in the amount of your donation, please contact us as soon as possible. You have 60 days in which to notify The Diocese that an error has been made.

Duplicate Donation Error

If you have made a duplicate donation in error, please contact us as soon as possible. You have 60 days in which to notify the Diocese that a duplication error has been made.

Refund requests enquires can be forwarded in writing to:

Email: Finance@darwin.catholic.org.au Mail: GPO Box 476 Darwin NT 0801

Please include the following information:

- Your name or the name of the donor
- contact details of the donor – phone, email, address
- the date the donation was made
- the amount donated
- the receipt number
- the nature of the error
- and any other information you think we should know

Should the refund be approved, any original receipt issued for the incorrect amount immediately becomes void and invalid. The Diocese will issue a new receipt where applicable.