REFUND POLICY

As a charity, WWF-New Zealand relies on donations to fund our work to conserve our oceans, protect our native species and ecosystems, support community conservation projects, and combat climate change – here in Aotearoa New Zealand, and around the world.

Once you have donated to WWF-New Zealand we cannot issue a refund if you change your mind. For this reason, we ask that you make your decision to donate to us carefully.

Refunds can only be given at the discretion of management. We will consider all refund requests on a case-by-case basis.

A refund will usually be issued in instances where:

- An error has been made by WWF.
- A donor's banking details have been fraudulently obtained and used.
- WWF has received a donor's details in error.
- A donor has previously requested that regular debits be cancelled and, in error, the debits have continued.

WWF-New Zealand may refund on the grounds of financial hardship; however, this will be to the maximum of the last debit amount and at the discretion of the Fundraising Manager.

Applying for a refund

If you wish to apply for a refund, please submit your request by providing your full name, supporter ID (if known), full mailing address and phone number.

Please send your request in writing to:

WWF-New Zealand, PO Box 11514, Manners Street, Wellington, 6142

or via email to:

info@wwf.org.nz

Please include details of how you made the donation, the date and amount given, and the circumstances justifying your refund request. Upon receipt we will review your application and respond within two business days.

The refund will be to the maximum of the last debit amount unless a donor can provide proof of the original cancellation request. Please note that WWF-New Zealand requires a minimum of two business days' notice to cancel a debit agreement.

In all instances, WWF-New Zealand will not refund past the previous tax year.

If a refund request is agreed, the donor will be refunded within five working days of the decision, using the original method of payment.

If a donor wishes to dispute the refund decision, a further request can be escalated to our Fundraising Manager by letter or email to info@wwf.org.nz

Please note that we may request additional information or documentation from you in consideration of any disputed item.

If a donation is refunded, the associated tax receipt is no longer valid and must be securely destroyed. Please note it is the donor's responsibility to submit only correct receipts to New Zealand Inland Revenue – Te Tari Taake.