

Refund Policy

Effective Date: November 18, 2024

Thank you for supporting Soroptimist International of Santa Cruz Mountains (“we,” “our,” “us”). As a nonprofit organization dedicated to empowering women and girls through access to education, your contributions directly fund our mission and programs. Please review our Refund Policy carefully.

1. Donations

All donations made to Soroptimist International of Santa Cruz Mountains are final and non-refundable. We are unable to process refunds for donations, including those made through fundraising events or campaigns.

2. Fundraiser Ticket Sales

Tickets purchased for fundraising events are considered donations to our organization and are non-refundable. By purchasing a ticket, you agree that the funds will be used to support our mission and programs. If you are unable to attend an event, the ticket amount will remain a contribution to our cause.

3. Exceptions

We may consider a refund request only under the following exceptional circumstances:

- A technical error occurred during the donation or ticket purchase process (e.g., duplicate transactions).
- A clear and significant mistake in the transaction amount was made.

To request a refund under these exceptions, please contact us within **7 days** of the transaction date at:

Email: SantaCruzMountainsSoroptimist@gmail.com

Requests received after this period may not be eligible for review.

4. Processing Refund Requests

Refund requests will be reviewed on a case-by-case basis. If approved, refunds will be processed within **30 days** of approval. Refunds will only be issued to the original payment method used for the transaction.

5. Contact Us

If you have questions about this Refund Policy or believe a refund request meets the outlined exceptions, please contact us at:

Email: SantaCruzMountainsSoroptimist@gmail.com