

## REFUND AND CANCELLATION POLICY.



GLOBAL CANCER CARE AND RESEARCH INSTITUTE.

P.O BOX 254-01004-THIKA. TEL: +254 723 823 190. E-MAIL: [info@globalcancerke.org](mailto:info@globalcancerke.org)

|SCREENING|TREATMENT|VACCINATION|TRAINING|RESEARCH|EDUCATION|TECHNOLOGY|

Through the "see, treat and follow up approach".

## **REFUND AND CANCELLATION POLICY.**

**GLOBAL CANCER CARE AND RESEARCH INSTITUTE [GCCRI]**, is registered Non-Profit

**REG.NO:OP.218/051/21-454/12445.**

Under the NGO Act 10.

Your agreement to the terms and conditions set out in this document constitutes your unconditional consent to all the terms and conditions contained in this document, as amended by **GCCRI-KENYA** at its discretion, from time to time (“Terms and Conditions”) and you shall be bound by the same at all times.

### **1. DONATION POLICY.**

All donations shall be made by you either online/ electronically on GCCRI website <https://globalcancerke.org> through credit card/ debit card/ UPI-Google Pay/ PhonePe/PayTM/Cards, UPI and more available on the payment page of the aforementioned website, or by handing over or dispatching a cheque / demand draft drawn in favour of **GCCRI** for the purpose of making a donation.

At the time of making the donation through the Website, you will be redirected to donor application form, wherein you would be required to provide us with the following personal data (which we shall process in accordance with our Privacy Policy):

1. Full Name;
2. Address;
3. Email ID;
4. Phone number.

**GCCRI** reserves the right to reject your application for donation at any point prior to making your donation without assigning any reasons for such rejection. Without prejudice to the generality of the foregoing you will not be permitted to make a donation if **GCCRI** is of the opinion that any receipt by it of your donation would result in a breach of any of these Terms and Conditions or applicable law. If **GCCRI** receives a donation which is at any point in time found, in the opinion of **GCCRI**, to be in breach of these Terms and Conditions or applicable law then GCCRI shall refund the donation to you in any manner it deems fit at any point in time or otherwise deal with the donation in any manner as it may deem fit.

**GLOBAL CANCER CARE AND RESEARCH INSTITUTE.**

**P.O BOX 254-01004-THIKA. TEL: +254 723 823 190. E-MAIL: [info@globalcancerke.org](mailto:info@globalcancerke.org)**

**|SCREENING|TREATMENT|VACCINATION|TRAINING|RESEARCH|EDUCATION|TECHNOLOGY|**

**Through the “see, treat and follow up approach”.**

Upon receipt of your donation in accordance with this Donation Policy, GCCRI will provide an acknowledgment of receipt of such donation to you; and GCCRI will inform you as to whether you would qualify to receive the tax exemption certificate, in which case GCCRI shall issue such certificate to you. Any decision taken by GCCRI in respect of the latter shall be final and binding on you.

GCCRI expects that you will exercise due care and diligence while making donations to GCCRI. The onus to comply with these Terms and Conditions is on you and GCCRI shall not be responsible to ensure that your donations are in compliance with these Terms and Conditions or applicable law. GCCRI will refrain from providing advice about the tax or other treatment of donations and will encourage donors to seek guidance from their own professional advisers to assist them in the process of making their donation.

#### **REFUND POLICY/CANCELLATION POLICY.**

GCCRI has developed and incorporated this refund policy as part of its commitment to honor and respect the financial contributions that people make to GCCRI.

GCCRI will examine each request for refund of donation but will only consider making the refund of such donation, if you have complied with the terms and conditions of this Refund Policy, while claiming the refund of such donation/ amount.

Not with standing anything contrary stated herein this Refund Policy, GCCRI is not obliged to make refunds and may, in its sole discretion, decline any requests for refund of donations, particularly in respect of such donations, with respect to which GCCRI has received a tax exemption certificate from the concerned tax authority.

#### **Procedure to claim refund.**

If you would like GCCRI to refund your donation, following are the steps that need to be followed while requesting for a refund:

1. You must make a written request to GCCRI by addressing an email to [info@globalcancerke.org](mailto:info@globalcancerke.org) (“Written Request”) within 5 (five) calendar days from the date on which you made the donation (“Refund Request Period”).

Donation was made by you online/ electronically on GCCRI website (<https://globalcancerke.org>) through credit card/ debit card/ Google Pay/ Paytm or such other payment gateway as may be available on the payment page of the aforementioned website; OR

GCCRI (or any person authorized by it) received the cheque / demand draft from you.

You acknowledge and agree that in no case GCCRI is liable to make refund of any donation, a request for which has been made after completion of the Refund Request Period and hence no claim for refund of donation shall stand valid if made after the completion of the Refund Request Period.

**No donation will be refunded in part.**

1. The Written Request shall along with the reason for requesting refund must also contain the following details pertaining to the donation:

Date of cheque/ demand draft or date on which the donation was made using electronic means.

The amount of the donation.

If donation was made through cheque/demand draft, please provide Cheque/Demand Draft number.

If donation was made through credit card or debit card, please provide first 4 digits and last 4 digits of the concerned credit card or the debit card, as the case may be.

If donation was made online through our website, please provide Donation-ID.

Your Permanent Account Number.

Payment receipt, transaction ID, or reference number received upon making such payment of the donation.

GCCRI may request for further information / documents and you shall co-operate in this regard by providing such requisite information and/ or documents.

Upon receiving all requisite information and/ or documents along with your Written Request, GCCRI will consider your request for refund and, at its discretion, may provide its decision regarding acceptance or rejection of your Written Request.

If your Written Request is rejected by GCCRI then such rejection shall be final and binding on you.

If your Written Request is accepted by GCCRI, then GCCRI will initiate the refund process. While GCCRI would endeavor to complete the refund process at the earliest, GCCRI does not guarantee any specific timeline within which the refund may be completed.

If GCCRI cannot, for any reason whatsoever including convenience, complete your refund of your donation in the same manner in which the donation was received by GCCRI then GCCRI shall refund your donation in any manner that is acceptable to GCCRI and you shall co-operate with GCCRI and provide all necessary details that GCCRI may require (for example, your bank account details, etc.) to enable GCCRI to complete the refund, failing which GCCRI may decide to reject your Written Request at any point in time.

Without prejudice to the provisions of the Donation Policy and Refund Policy, GCCRI reiterates that if GCCRI receives a donation which is at any point in time found, in the opinion of GCCRI, to be in breach of these Terms and Conditions or applicable law then GCCRI shall refund the donation to you in any manner it deems fit at any point in time or otherwise deal with the donation in any manner as it may deem fit.

P.O. BOX 254-01004, THIKA, KENYA

TEL: +254 723 823 190, +254 733 149 330

+254 737 021 004

Sincerely,

DANIEL G. KIMANI.  
CEO,  
GCCRI-KENYA.



HANNAH W. MBOTE.  
SECRETARY,  
GCCRI-KENYA.



**\*\* REGISTERED NON GOVERNMENTAL NOT-FOR-PROFIT ORGANIZATION \*\***  
**REG.NO: OP.218/051/21-454/12445.**

**Website: <https://globalcancerke.org>.**

**E - MAIL: [info@globalcancerke.org](mailto:info@globalcancerke.org) [globalcancer.ke@gmail.com](mailto:globalcancer.ke@gmail.com)**

**COPYRIGHT 2024.**



**GLOBAL CANCER CARE AND RESEARCH INSTITUTE.**

**P.O BOX 254-01004-THIKA. TEL: +254 723 823 190. E-MAIL: [info@globalcancerke.org](mailto:info@globalcancerke.org)**

**|SCREENING|TREATMENT|VACCINATION|TRAINING|RESEARCH|EDUCATION|TECHNOLOGY|**

**Through the "see, treat and follow up approach".**