

REFUND AND CANCELLATION POLICY

SAMADHAN Foundation

SAMADHAN Foundation values transparency and accountability in all financial transactions. This Refund and Cancellation Policy outlines the terms applicable to donations, registrations, and payments made through our online payment gateway, including Cashfree.

1. Donations

1.1 All donations made to SAMADHAN Foundation are voluntary contributions for charitable and development purposes.

1.2 Donations once made are generally non-refundable.

1.3 Refund requests may only be considered in exceptional cases such as:

- Duplicate transaction

- Incorrect amount debited due to technical error
- Unauthorized transaction reported with valid proof

1.4 Approved refunds will be processed to the original payment method within 7–15 working days, subject to banking and payment gateway timelines.

2. Program / Event Registration Cancellation

2.1 Registration fees for trainings, workshops, camps, events, or other activities may be cancelled only before the commencement of the activity.

2.2 Cancellation requests must be submitted through email with payment details and reason for cancellation.

2.3 Refund eligibility shall depend on:

- Nature of the event/program

- Expenses already incurred
- Time of cancellation request

2.4 No refund may be provided after the commencement of the event or training program.

3. Failed or Pending Transactions

3.1 If payment is deducted but transaction confirmation is not received:

- Users should wait for 24–48 hours for automatic reconciliation.

- If the issue persists, users may contact SAMADHAN Foundation with transaction details.

3.2 In case the payment amount is deducted but the transaction fails, the amount may automatically be reversed by the bank/payment gateway as per their policies.

4. Refund Process

To request a refund, users must provide:

- Name of payer/donor

- Transaction ID
- Date of payment
- Amount paid
- Reason for refund request

Refund requests may be sent to:

Email: sf.deoghar@gmail.com

5. Mode of Refund

Approved refunds shall be processed only through: • Original payment method
• Bank transfer (where applicable)

Cash refunds will not be provided.

6. Rights Reserved

SAMADHAN Foundation reserves the right to approve or reject refund requests, verify transaction authenticity, and modify this policy at any time without prior notice.

7. Contact Information

SAMADHAN Foundation

Kundu Banglow Road, Madhupur
District – Deoghar, Jharkhand, India

Email: sf.deoghar@gmail.com

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