



DONATION REFUND POLICY

All donations are gifts made by Smylee Users in accordance with Smylee's **Terms of Service** to the nominated Smylee Charity Partner, registered with the Australian Charities and Not-for profits Commission and endorsed by the Australian Taxation Office as a tax concession charity and deductible gift recipient.

Smylee Users who have donated through the Smylee app will receive a tax receipt at the time the donation is processed by Stripe. The receipt is issued by Smylee Pty Ltd to the Smylee User available by email and within the app on behalf of the nominated Charity in accordance with the Memorandum of Understanding agreed between Smylee Pty Ltd and the Charity.

Smylee Users who request a refund may not be eligible for tax deductions on their refunded donations.

Refunds may be granted at Smylee's discretion. Refunds are granted only in exceptional circumstances. Some circumstances in which refunds might be granted include when the donation was:

- Made in error;
- Made in a materially incorrect amount; or
- Not authorised by the donor.

Donors with exceptional circumstances such as these may contact us to request a refund through support@smylee.com.au

Smylee Users must request a refund within 7 days of payment for the exceptional circumstances to be considered.