

DONATION CANCELLATION POLICY

Cancellation:

- For cancellation of donations, the donor should email us at accounts@qhubeka.org or call us on +27 11 467 8726 (Monday to Friday from 10am-6pm, South African Standard Time / UTC+2)
- The cancellation request must be made before the 27th of the month for it to take effect from the following month. Cancellations received later will take effect in the succeeding month.
- An email confirmation of cancellation is sent within 24 working hours to the donor's registered email ID.

Refund:

- No refunds of donations are made if the donations are based on what the donor signed up for.
- No refund is made for extra bank charges incurred by donor in case of cheque or ECS bounce.
- No refund is processed once a tax certificate has been issued in the donor's name.
- A refund is issued only in the case of technical or processing errors made by Qhubeka the Motive Power Movement NPC.
- A refund is issued using the original method of payment. If you made your donation by credit card, your refund will be credited to that same credit card. Refunds are issued at the end of every calendar month and may take several days to reflect.

