



# USA REFUND POLICY

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## HUMAN APPEAL USA – REFUND POLICY

### 1. Introduction

Human Appeal USA is committed to transparency, donor trust, and responsible stewardship of charitable contributions.

As a **501(c)(3) nonprofit organization**, donations are generally considered **final once received**, as funds are typically committed quickly to humanitarian programs. However, Human Appeal recognizes that in limited circumstances a donor may request a refund.

All refund requests are reviewed carefully in accordance with Human Appeal’s internal financial controls, applicable nonprofit regulations, and anti-fraud safeguards.

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### 2. When a Donor May Request a Refund

Refund requests may be considered under the following circumstances.

#### Eligible Circumstances

Refunds may be granted if one of the following applies:

##### **Duplicate or Accidental Payments**

A donation was processed more than once due to user error or a technical issue.

##### **Recurring Donation Processing Error**

A recurring donation continued after a cancellation request due to a system or administrative error.

##### **Fraudulent or Unauthorized Transaction**

A donation was made using a payment method without the account holder’s authorization.

##### **Substantial Violation of Donation Terms**

A restricted donation cannot reasonably be used for the designated purpose accepted by Human Appeal.

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#### Non-Eligible Circumstances

Refunds are generally **not granted** in the following situations:

- The donor changes their mind after making a donation
  - The donation has already been used or committed toward charitable programs consistent with Human Appeal’s mission
  - The donor disagrees with organizational decisions or program priorities
  - The refund request is submitted **more than 60 days after the donation date**
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### 3. How to Request a Refund

To request a refund, donors should submit a written email request as soon as possible, within **60 days of the donation date**.

Refund requests should include:

- Full name
- Donation date
- Donation amount
- Payment method (website, phone, bank transfer, etc.)
- Last four digits of the payment method used
- Reason for the refund request

Requests should be sent to:

**Email:** [customercare@humanappealusa.org](mailto:customercare@humanappealusa.org)

Supporting documentation may be requested when applicable, such as:

- Screenshots of duplicate charges
  - Confirmation from a bank or payment provider
  - Evidence of an unauthorized or mistaken payment
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### 4. Refund Review Process

All refund requests are reviewed by Human Appeal's donor care and finance teams.

Refunds may be approved after verifying that:

- a technical or administrative error occurred.
- the donation terms cannot be fulfilled; or
- fraudulent or unauthorized activity has been confirmed.

Human Appeal may request additional information before making a determination.

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### 5. Processing Time for Refunds

If a refund request is approved, Human Appeal will generally process the refund within **10–15 business days**

Actual posting times may vary depending on the donor's financial institution or payment provider.

Where possible, refunds will be issued using the **same payment method used for the original donation**.

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### 6. Review Cycle

Policies should be reviewed every 24 months or sooner if regulations change.