



Primrose Community Health Organization

Refund and Cancellation Policy



Refund and Cancellation Policy

Thank you for supporting Primrose Community Health Organization. Your financial contributions directly fund our vital community health programs, medical resources, and local wellness initiatives. Because these charitable funds are immediately deployed to support our mission, donations are generally considered final and non-refundable.

We understand that technical errors, changes in financial circumstances, or systemic mistakes can happen. This policy outlines how we handle refund requests, recurring gift cancellations, and transaction errors with transparency and care.

1. Refund Policy Details

- **Irrevocable Gifts:** If you donate through the [PayPal Giving Fund](#), donations are final and legally considered complete gifts upon submission
- **Exceptions for Refunds:** A refund may only be issued if the donation was made due to a proven technical error, an unauthorized transaction (fraud), or when strictly required by law.
- **Third-Party Platforms:** If you donate via an integrated platform like [Meta for Charities](#) or [GoFundMe](#), refund requests typically need to go through their respective support teams first to coordinate with PayPal Giving Fund
- **Direct Charity Contact:** If the funds have already been granted and paid out to the specific nonprofit organization, you must contact the charity directly to request a voluntary return of the funds

2. Cancellation Policy Details

- **Recurring Donations:** You can cancel an ongoing monthly or recurring donation subscription at any time directly through your personal PayPal account settings under your "Payments" or "Automatic Payments" dashboard before the next billing cycle occurs.
- **Past Donations:** Because single donations process immediately as final gifts, they cannot be canceled after submission, only queried for an exceptional error refund.

3. One-Time Donations

- **General Rule:** All voluntary financial donations made to Primrose Community Health Organization via our website, mail, or in-person are final and non-refundable.
- **Transaction Errors:** If you made an error in your donation amount, or accidentally duplicated an electronic transaction, we will gladly correct it. You must submit a

written refund request within 30 days of the original transaction date.

- **Unauthorized Card Use:** If a donation was made fraudulently using your credit card or bank account, please report it to your financial institution immediately. We will cooperate fully with your bank to reverse unauthorized charges.

4. Wire Transfer Donations

- **Wire/ACH Transfers:** Due to the complex nature of bank wire and ACH transfers, these donations are strictly non-refundable once settled in our account. If an administrative routing error occurs on our end, we will work directly with our financial institution to resolve the discrepancy.

5. Dedicated or Restricted Funds

- **Intent of the Donor:** When you choose to direct your donation to a specific project or health campaign (e.g., mobile clinics, paediatric care, health education), Primrose Community Health Organization honors that intent.
- **Reallocation:** In rare instances where a specific project becomes overfunded, completed, or cannot be carried out due to unforeseen circumstances, the organization reserves the right to reallocate those funds to our general health fund to meet the most urgent community needs. These reallocations are not eligible for a refund.

6. Direct Dispute Resolution (Chargebacks)

- **Contact Us First:** If you see an unfamiliar charge from our organization on your bank, PayPal, or credit card statement, we kindly request that you contact our donor care team directly before initiating a formal dispute (chargeback) with your bank.
- **Why This Matters:** Financial institutions charge non-profit organizations steep administrative fees for every dispute filed, regardless of the outcome. Resolving the issue with us directly ensures we can refund your money instantly while protecting our community health funds from unnecessary bank fees.

7. Review and Approval Process

- **Assessment:** All refund requests are reviewed by our administrative and compliance departments to ensure adherence to legal, tax, and nonprofit auditing regulations.
- **Original Payment Method:** Approved electronic refunds will only be credited back to the original credit card, debit card, bank account, or PayPal account used to make the donation. We cannot issue cash or check refunds for digital transactions.
- **Processing Timeline:** Once approved, digital refunds typically take 5 to 10 business days to reflect on your statement, depending on your financial institution.
- **Tax Implications:** If a donation receipt was issued for tax purposes, any approved

refund will invalidate that specific receipt. Primrose Community Health Organization will issue an updated or cancelled receipt reflecting the correction to ensure compliance with tax laws.

8. Contact Our Donor Care Team

To request a refund, correct a transaction error, or cancel your recurring donation, please reach out to our team with your full name, donation date, and estimated donation amount:

Email: info@prichoza.org

Phone: +260 977421164

Mailing Address: Primrose Community Health Organization,

P.O Box 360128,

Kafue,

Republic of Zambia

This Document was adopted and approved by the Board of Directors at a Board Meeting held on 20th December, 2025

Witness by;



Board Secretary:



Board Chairperson:

