

No Hunger Initiatives Donation Refund Policy

Originally Adopted: 14 April 2021

Last Updated: 14 July 2026

Effective Date: 3 August 2026

This Donation Refund Policy applies to donations made to No Hunger Initiatives, also known as No Hunger Food Bank (“No Hunger,” “we,” “us,” or “our”).

1. Purpose

No Hunger Initiatives is a nonprofit organization committed to reducing hunger, malnutrition, food insecurity, food waste and food loss through food assistance, nutrition support, sustainable food-system initiatives, research, and community programmes.

Donations made to No Hunger Initiatives support these charitable purposes.

2. Final and non-refundable donations

All donations are voluntary, charitable gifts.

Once a donation has been successfully processed, it is final, irrevocable, and non-refundable. A donation is not a purchase of goods or services and does not create a right to cancellation, exchange, personal benefit, or repayment. This Policy applies to donations made through our website, online donation links, approved payment platforms, bank transfer, mobile-money services, social-media fundraising tools, fundraising campaigns, or any other donation method authorized by No Hunger Initiatives.

3. No refunds for change of mind

No Hunger Initiatives will not refund a donation because a donor:

Changes their mind after making a donation

No longer wishes to support No Hunger Initiatives or the campaign

Wishes to support another charity, programme, or individual instead

Wishes to redirect a completed donation

Did not read or fully understand the campaign description before donating

Is dissatisfied with the timing, location, or manner in which charitable support is delivered

Experiences personal financial difficulty after voluntarily making the donation

4. Refund exceptions

No Hunger may consider a refund only where it verifies that:

The donor was charged more than the amount they authorized

The donor was charged more than once for the same intended donation because of a technical, administrative, or payment-processing error

No Hunger Initiatives is not obliged to grant a refund where the donation has already been spent, distributed, transferred, or committed in good faith to charitable activities.

5. Requesting a review

A donor who believes that their donation falls within one of the limited exceptions above must submit a written refund request within 7 calendar days of the transaction date.

The request must include:

Full name of the donor

Date and amount of the donation

Donation channel or payment method used

Transaction, receipt, bank, or payment reference number

Reason for the request

Any available evidence supporting the request

Refund requests should be sent to:

Email: info@nohungerfoodbank.org

Subject Line: Donation Refund Request

No Hunger may request additional information to verify the donation, the donor's identity, and the claimed error before reaching a decision.

6. Approved refunds

Where No Hunger Initiatives approves a refund, it will be issued to the original payment method where reasonably possible. The timing of an approved refund may depend on the processes of the relevant bank, card issuer, payment processor, mobile-money provider, or fundraising platform. No Hunger Initiatives is not responsible for delays caused by those third parties.

7. Donations to specific campaigns

Where a donation is made to a particular appeal, campaign, programme, or emergency response, No Hunger Initiatives will make reasonable efforts to use the funds for that purpose. If the campaign is fully funded, completed, delayed, overfunded or no longer required, No Hunger Initiatives may apply the donation to another closely related charitable purpose that advances our mission. This does not entitle the donor to a refund.

8. Recurring donations

A donor may cancel future recurring donations at any time using the relevant payment platform or by contacting No Hunger Initiatives at info@nohungerfoodbank.org

Cancellation affects future scheduled payments only. Donations already processed remain final and non-refundable, except in the limited circumstances stated in Section 4.

9. Changes to this Policy

No Hunger Initiatives may amend this Donation Refund Policy at any time. The most current version will be published on our official website or donation page, together with its effective date.

10. Contact us

For questions about this Policy or a donation, contact:

No Hunger Initiatives / No Hunger Food Bank

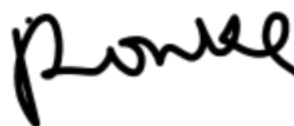
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