

Refund and Exchange Policy

This website (**Site**) is operated by Broken to Brilliant Limited ABN 636 095 919 97 (**we, our** or **us**). It is available at: <https://www.brokentobrilliant.org/> and may be available through other addresses or channels.

1. Donations and Refunds

- 1.1. Broken to Brilliant accepts all donations in good faith, including book gifts to our “Give a Book Campaign” and Broken to Brilliant Memberships. Whilst we understand that everyone has different preferences regarding donations, due to the nature of charity donations, we are unable to provide refunds if you have simply changed your mind. For this reason we ask you to make your decision to donate to us carefully.
- 1.2. However, we may consider a refund:
 - a) if there was an error made by Broken to Brilliant;
 - b) if the donation was provided by a vulnerable person;
 - c) if the donor entered the wrong amount; or
 - d) if there are exceptional circumstances.
- 1.3. A request for refund should be made within 30 days of the date of donation. If a request for refund is made after expiration of 30 days from the date of donation, we regret that we are unable to issue a refund.
- 1.4. We regret that we are unable to refund a donation once a tax deductible receipt has been issued.
- 1.5. Broken to Brilliant is a non-profit charity organisation and we reserve the right to deduct any bank or transaction charges for any refund processed to the donor.
- 1.6. **Give a Book Campaign - if you have given a book to a refuge:**

Once you have made a donation for a book to be given to a refuge under our “Give a Book Campaign”, we are unable to refund your donation for the donation unless the circumstances listed in paragraph 1.2 above are applicable.

2. Refund or Exchange of Items

- 2.1. Items that are faulty or damaged, unsafe or do not match their description will be refunded or exchanged where proof of purchase is provided.
- 2.2. We are also happy to provide a refund where the goods are returned within 30 days of purchase unused, in original condition, accompanied by proof of purchase and do not fall within the exceptions below:
 - Downloadable software products, ebooks, pdfs and music

3. Cancellations, withdrawals and our refund policy – Events and Programs

- 3.1. We recognise that sometimes unexpected changes in circumstances mean that people are unable to proceed with a program or event as they had planned.
- 3.2. Should you need to withdraw from the program you must advise us at least two weeks prior to the date of the program or event so that your deposit can be refunded and your place offered to someone on the waiting list.
- 3.3. If an event or program is cancelled by us you will receive a full refund.

4. Applying for Refund or Exchange

- 4.1. If you wish to apply for a refund, exchange or withdrawal, please contact us by emailing contact@brokentobrilliant.org.
- 4.2. Please provide the following details in your email:
 - a) your full name, mailing address, phone number;
 - b) donation receipt or proof of purchase;
 - c) details of the item bought or program/ event paid for;
 - d) details of how you made the donation, the date and amount given, if applicable; and
 - e) the reason for your request for refund, exchange or withdrawal.

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