

Education in Crisis

Online Donation Refund Policy

Refund Statement

Our supporters are incredibly important to us. With your support, we can help people forced to flee their homes looking for safety. Generally, a donation to EDUCATION IN CRISIS is, like all charitable donations, not refundable. Decisions on refunds will be made on a case-by-case basis after analysis of the circumstances of the donation.

Donations and Refunds

EDUCATION IN CRISIS will consider a refund in the specific circumstances listed below upon a justified request from the donor:

We will refund your donation if there was an error made by EDUCATION IN CRISIS.

We will refund your donation if the donation was made unknowingly, for example in a situation where a donation was made with a stolen or lost card.

We may refund if you have accidentally entered the wrong amount.

We may refund if you have accidentally created a monthly donation whereas your intention was to make a one-off donation.

We may refund in other similar exceptional circumstances.

Refund Terms and Conditions

To request a refund of your donation made to EDUCATION IN CRISIS, please fill out our contact form and request a refund within 30 days after the date of making the donation, including if you wish to request a refund for a monthly donation. As your donation received is swiftly employed to one of our emergency response operations, EDUCATION IN CRISIS will not be able to refund any donations further than the past 30 days in all situations.

We can only issue a refund to the same card or account from which the donation was made. This includes all credit and debit card payments, PayPal, direct debit, and all other payment methods currently available at our website.

Requesting a Refund

If you wish to request a refund, please fill out our contact form and provide:

Your full name,
The email address provided when making the donation,
Your country of residence
Your phone number,
Date on which the donation was made,
The amount of the relevant donation
Payment method, and
All relevant circumstances justifying your request.

Upon receipt we will review your request and endeavour to respond to you within two business days. If the request is accepted, we will process the refund as soon as possible.

Please note that it may take 10-14 business days until a refund reaches your account.

