



# Donation terms and conditions

## General terms

Donations to Disability Sport & Recreation (DSR) of \$2 and over may be tax deductible.

This will be identified in the relevant appeals, or by calling (03) 9473 0135, and will also appear on your tax receipt.

Ongoing monthly donations are tax deductible and will be receipted at the end of the financial year.

## Disputes and refunds

All complaints, grievances and disputes will be treated seriously, quickly and in a timely manner, having due regard to procedural fairness and confidentiality. All parties are required to participate in the dispute resolution process in good faith.

If you believe that there has been any error with your donation, you should notify us directly on (03) 9473 0135 and confirm in writing or by email at [fundraising@dsr.org.au](mailto:fundraising@dsr.org.au) as soon as possible so we can resolve your query quickly.

Any issues should be directed to DSR in the first instance so we can attempt to resolve the matter. If you are not satisfied with the outcome you can still refer it to your financial institution which will obtain details of the disputed transaction and may lodge a claim on your behalf.

## Monthly donations

### Your obligations

It is your responsibility to ensure that there are sufficient clear funds available in your account. You should check your account statement to verify that the amounts debited from your account are correct.

### Changes and cancellations

We may vary details of your agreement or a direct debit request at any time by giving you at least 14 days written notice.

If you wish to cancel, defer or alter a debit payment you must notify us by calling (03) 9473 0135 at least 14 days before the next donation day.

Please provide details of your donation agreement, such as name, address, and supporter number, for ease of processing.