



"PROMOTING WATER FOR PRODUCTIVE USE"

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Non-profit Organisation

Company No. 120190001569

SOLAR POWERED WATER SYSTEMS FOR HUMAN | AGRICULTURE | LIVESTOCK

AFRICA ACCESS WATER

REFUND AND CANCELLATION POLICY (Terms and Conditions)

Introduction

At Africa Access Water, we deeply appreciate your support in helping us expand access to water for productive use meant for food security and improved livelihoods to poor communities in Zambia and other African countries. To ensure transparency and provide clarity, we have established the following refund and cancellation policy for donations made on our online platform.

1. Donation Refunds

- **Eligibility for Refunds:** Refund requests are generally honored if they are made within 14 **days** of the donation date, provided the funds have not yet been allocated to a project.
- **Error in Donation Amount:** If you made an error in your donation amount, please contact us within 14 days, and we will be happy to adjust it or provide a refund.
- **Refund Process:** To request a refund, please email info@africaaccesswater.org with your full name, donation amount, transaction date, and reason for the refund. Refunds will be issued to the original payment method within **10 business days** of approval.

2. Recurring Donation Cancellations

- **Cancellation Process:** Recurring donations can be canceled at any time through your donor account on our website or by contacting us at info@africaaccesswater.org. Cancellation requests are typically processed within **3 business days**.
- **Timing of Cancellation:** Please note that cancellations made after a scheduled donation date will only take effect from the next billing cycle. Refunds for donations already processed as part of a recurring plan will follow the donation refund policy above.

3. Tax Considerations

- **Impact on Tax Deductibility:** Refunds of donations may impact the tax deductibility of your gift. We recommend consulting a tax advisor regarding your specific circumstances if a refund is issued.

4. Contact Us

For any questions, refund requests, or assistance with cancellations, please reach out to us at:

- **Email:** info@africaaccesswater.org
- **Phone:** +260 211 231 174 / +260 976 944 695

Thank you for your understanding and for partnering with us in developing African communities with solar powered water for productive use, food security and improved livelihoods.