

Refunds and Exchanges

1. Approvals

- 1.1. All refunds over \$100 require dual authorisation from any of the following staff members – Finance Manager, Sales & Distribution Coordinator, Team Trip Manager, National Sales Manager or CEO.

2. Jewellery and Other Merchandise

- 2.1. Our customers are entitled to a refund if the item is faulty, not of merchantable quality or not fit for its purpose. Destiny Rescue reserves the right to ask the customer to demonstrate that they did not cause or create the fault in the item. If they are entitled to a refund but would prefer to exchange the item of equivalent value to the item, Destiny Rescue is happy to do this. If the customer changes their mind and Destiny Rescue is not at fault, they are entitled to Exchange the item, but Destiny Rescue will not refund them.
- 2.2. Items purchased online by Australian residents may be exchanged or refunded at our Destiny Rescue office in Buddina, QLD. Alternatively, the customer may post their purchase to Destiny Rescue. Customers are to include the receipt and returns/exchange form with the good and indicate the reason for return. Refunds will be credited against the original method of payment, excluding delivery charges.
- 2.3. Customers can return an item purchased from an Event to an Event Attendant along with receipt/proof of purchase and the item. If the customer requests a refund, the attendant will send the item and accompanying document to the National Office, where the refund will be processed. For a Refund, returns should be made within 14 days of purchase.
- 2.4. If the customer requests an Exchange, the attendant will be required to inspect the item to ensure the customer did not cause or create the fault in the item. The attendant is then authorised to Exchange the item for another of its kind OR another item/s of the same value. If the customer changes their mind and Destiny Rescue is not at fault, they are entitled to Exchange the item, but Destiny Rescue will not Refund them.

3. Team Trips

- 3.1. In accordance with the Destiny Rescue Team Trip Terms & Conditions, the following applies:
 - 3.1.1. Cancellations (beyond 45 days of departure)
 - Team Member will receive a full refund of monies paid, less their Security Deposit/Cancellation Fee of \$150. Total of \$400.
 - 3.1.2. Cancellation (between 31 – 45 days of departure)
 - Team Member will forfeit 70% of the total monies paid. No extra Security Deposit/Cancellation Fee amount will be added.
 - 3.1.3. Cancellations (within 30 days of departure)
 - Team Member will forfeit 100% of the total monies paid. No extra Security Deposit/Cancellation Fee amount will be added.
- 3.2. All refunds over \$100 require dual authorisation from any of the approved staff members (see Approvals).
- 3.3. All Cancellations are to be made in writing to the Team Trip Manager. Team Members are also given the option to transfer their place on a team trip to another should they prefer that over a full cancellation.
- 3.4. If Cancellation is due to Force Majeure, Destiny Rescue will issue a full refund of any money paid less reasonable expenses incurred in respect to the booking.

4. Donations

- 4.1. There is no provision in the Taxation Ruling “TR 2005/13 – Income Tax: tax-deductible gifts – outlining what is a “gift” with regards to how refunds can be facilitated on tax-deductible donations. Due to that fact, there are no obligations for Destiny Rescue to issue refunds on tax-deductible donations, especially because of a donor changing their mind. However, Destiny Rescue appreciates that there may be some extreme circumstances where a refund is necessary.
- 4.2. If a donor has made an error while making their donation, Destiny Rescue will refund the donation, providing a request to refund is made in writing within 30 days of the initial transaction. Requests are to detail the initial transaction date, donation amount, donor’s name and the reason for the request. Where possible, the donor is to provide supporting evidence.
- 4.3. If Destiny Rescue has taken donations by mistake, Destiny Rescue will refund the donation, providing a request to refund in writing within 30 days of the initial transaction. If Finance Staff notice that a donation has been taken by

mistake before the donor realises, the Finance Staff should organise the refund and notify the donor immediately.

5. General

- 5.1. Requests for a refund and supporting evidence can be sent by email or mail.
- 5.2. The Finance Manager will assess all requests for refund and endeavour to ensure that genuine errors are rectified. However, Destiny Rescue is under no obligation to give refunds and the decision on refunds will be at the discretion of the Finance Manager.
- 5.3. All refunds over \$100 require dual authorisation from any approved staff members.
- 5.4. If a refund is issued or the amount adjusted and the difference refunded, the initial Tax Invoice will be deemed void. Destiny Rescue will issue a new Tax Invoice should an adjusted donation be made.
- 5.5. Refunds must be returned using the original method of payment.

6. Policy Review

- 6.1. This document may be changed from time to time in line with current best practice and other requirements, and to ensure that business needs are met. You will be consulted and advised of any changes as far in advance as possible of the change being made.