

Friends of the Lower Grand Coulee Refund Policy

Friends of the Lower Grand Coulee (FLGC) greatly appreciates our supporters and donors. Your contributions have helped us support arts and education in our community and with that a greater appreciation of the Lower Grand Coulee. While we hope there will never be a circumstance that will cause a supporter to ask for a refund, we understand that this is a possibility. Our refund policy is explained below. If you have any questions about this policy, please contact us at secretary@friendsofthelowergrandcoulee.org.

All refund requests must be made in writing by email or by US Mail (USPS). The request must include the date of the contribution or payment to FLGC, the amount, the payment method, and the reason for the refund request.

By Email: secretary@friendsofthelowergrandcoulee.org

By Mail:

Friends of the Lower Grand Coulee
PO Box 483
Soap Lake WA 98851

In lieu of a refund, donors may request that their contribution be redirected to a different project or program from that originally designated.

Board Review

Refund requests will undergo a board review on a request-by-request basis, and will be subject to the following considerations:

- Length of time between the contribution and the refund request date.
- Whether or not the contribution or payment was given for a specific event, project or program and whether or not that event, project or program has already been completed.
- If a tax receipt has already been issued for the contribution or payment, we will send amended receipts indicating that donations were returned and that the donor's total donation for the year was reduced by the amount returned.
- If a tax receipt has already been issued, the donor will need to provide FLGC with a signed statement acknowledging the refund and that the donor is responsible for filing an amended income tax return if required.
- If a contribution was given to FLGC by the donor for a specific event, project, or program that is not completed, and in exchange FLGC promised promotion of the donor's organization and/or business, the refund amount may be adjusted to cover expenses incurred by FLGC. Examples include event sponsorship where the donor is publicly promoted as a sponsor. Alternatively, the donor has the option of redirecting payments or contributions to a future activity.
- If a contribution was given to FLGC by the donor for a specific event, project, or program, and said activity is completed, there will be no refund.

Donations

If you have made an error in making your donation or change your mind about contributing to The Friends of the Lower Grand Coulee, we will honor your request for a refund made within 30 days of your donation. To request a refund, email info@friendsofthelowergrandcoulee.org.

Refunds are returned using the original method of payment, when possible, otherwise refunds will be made by check. If you made your donation by credit card, your refund will be credited to that same credit card when possible. We may withhold credit card and/or transaction processing fees deducted from the gross donation amount. This will only apply to circumstances where the fees cannot be retrieved. Examples include donations made via a third party such as PayPal, DonorBox, GoFundMe, Zeffy, or directly by credit card.

Event Sponsorship

The Friends of the Lower Grand Coulee reserves the right to cancel an event due to low enrollment or other circumstances which would make the event non-viable. If The Friends of the Lower Grand Coulee cancels an event, sponsors will be offered a full refund. Should circumstances arise that result in the postponement of an event, The Friends of the Lower Grand Coulee has the right to either issue a full refund or transfer the sponsorship to the same event at the new, future date, or direct the funds to another project or program. (repeat see also)

Cancellation of a sponsorship by the sponsor must be made 60 days prior to the event to be eligible for a refund. No refunds will be given for any cancellations of a sponsorship within 60 days of the event. To request a refund, send an email to secretary@friendsofthelowergrandcoulee.org. (Please also refer to the Board Review section above for information about sponsorships in exchange for promotion.)

Refunds are returned using the original method of payment, when possible, otherwise refunds will be made by check. If you made your donation by credit card, your refund will be credited to that same credit card when possible. We may withhold credit card and/or transaction processing fees deducted from the gross donation amount. Examples include donations made via a third party such as PayPal, DonorBox, GoFundMe, Zeffy, or directly by credit card. (or see above?)

Event Tickets

The Friends of the Lower Grand Coulee reserves the right to cancel an event due to low enrollment or other circumstances which would make the event non-viable. If The Friends of the Lower Grand Coulee cancels an event, ticket buyers will be offered a full refund. Should circumstances arise that result in the postponement of an event, The Friends of the Lower Grand Coulee has the right to either issue a full refund or transfer the event ticket to the same event at the new, future date.

By purchasing an event ticket, you understand that all sales are final at the point of purchase, whether you use your ticket(s) or not. No refunds will be issued within 21 days of the event.

To request a refund, send an email to secretary@friendsofthelowergrandcoulee.org.

Refunds are returned using the original method of payment, when possible, otherwise refunds will be made by check. If you made your donation by credit card, your refund will be credited to that same credit card when possible. We may withhold credit card and/or transaction processing fees deducted from the gross donation amount. This will only apply to circumstances where the fees cannot be retrieved. Examples include donations made via a third party such as PayPal, DonorBox, GoFundMe, Zeffy, or directly by credit card.

Auctions

You may return an item purchased through the auction if the item received is damaged or substantially different from its listing. In order to receive a refund, you must notify The Friends of the Lower Grand Coulee of your intention to return the item as “damaged” or as “not as described” within seven (7) days of receipt. The auction item must be unused and in the same condition that you received it. Your item must be in the original packaging and shipped or delivered at your cost. Shipping and handling fees are not refundable.

To request a refund, and return an auction item, start the process by sending an email to secretary@friendsofthelowergrandcoulee.org.

Refunds are returned using the original method of payment, when possible, otherwise refunds will be made by check. If you made your donation by credit card, your refund will be credited to that same credit card when possible. We may withhold credit card and/or transaction processing fees deducted from the gross donation amount. This will only apply to circumstances where the fees cannot be retrieved. Examples include donations made via a third party such as PayPal, DonorBox, GoFundMe, Zeffy, or directly by credit card.

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