



## **DONATION & PAYMENT REFUND POLICY**

### **Donation Refund Policy**

Honoring the intent of our donors is important to us. If you have made an error in making your donation or change your mind about donating to Love146, we will provide a refund to requests made within fifteen (15) days of your donation.

To request a refund, call +1 (203) 772-4420 or send an email to [donations@love146.org](mailto:donations@love146.org). Refunds are returned using the original method of payment. If you made your donation by credit card, your refund will be credited to that same credit card. Your refund will be processed within fifteen (15) business days of initial request.

If you did not make your donation using the [donate.love146.org](http://donate.love146.org) website, please contact the Director of Development at +1 (203) 772-4420 to learn about applicable refund options.

### **Event Refund Policy**

A refund request will be accepted for tickets for any Love146 sponsored event up to seven (7) days prior to the event. To request a refund, call +1 (203) 772-4420 or send an email to [donations@love146.org](mailto:donations@love146.org). Refunds are returned using the original method of payment, except for cash which will be reissued by check. Your refund will be processed within fifteen (15) business days of initial request.

### **Training Refund Policy**

Agencies engaging Love146 for an exclusive training may cancel a training but will not be eligible to receive a refund of the training deposit. Love146 may, in its sole discretion, apply the forfeited deposit amount toward a future training.

A refund request will be accepted for any participant registered for a Love146 hosted training up to sixty (60) days prior to the training, unless other arrangements are previously agreed upon in writing with Love146. Love146 may, in its sole discretion, apply any otherwise forfeited fees toward a future training. To request a refund, please send a written request to [accountsreceivable@love146.org](mailto:accountsreceivable@love146.org). Refunds are returned using the original method of payment, except for cash which will be reissued by check. Your refund will be processed within 15 business days of initial request.