

# Help for Heroes Refund & Returns Policy (including registration fees for challenge participation)

## 1. Policy Statement

1.1 Help for Heroes work hard to ensure that donors contributing have an easy and straight forward experience. However, we recognise that there may be circumstances in which mistakes may be made or refunds may be requested.

1.2 To comply with legal and best practice regulations set by the Charity Commission, Fundraising Regulator and the Institute of Fundraising all donations Help for Heroes receive (including registration fees for challenge participation) are treated as irrevocable gifts and, as such, are non-refundable.

Although we want to do everything we can to look after our much-needed supporters, we are unable to make a refund in the majority of cases.

## 2. Regulation

2.1 As a registered Charity, we are subject to regulation by the Charities Commission for England and Wales under The Charities Act 2011.

2.2 We also adhere to the Fundraising Code and standards as laid out by the Fundraising Regulator.

2.3 Other legislation may apply to the refunding of any donation, relating to Financial Fraud and Money Laundering; this is not an exhaustive list and staff and trustees may need to take specialist advice.

2.4 As a rule, Charities are not permitted to refund any donations. However, there may be exceptional circumstances.

2.5 The Code of Fundraising Practice (Fundraising Regulator) refers to guidance issued by the Institute of Fundraising.

<https://ciof.org.uk/events-and-training/resources/acceptance,-refusal-and-return-a-practical-guide-t>

This states:

Returning Donations a) Fundraising organisations which are charities MUST\* not return donations unless certain criteria are fulfilled. For all other fundraising organisations, donations MUST only be refunded in line with any policies or in exceptional circumstances. It may not be lawful to return a donation and fundraisers MUST take advice from legal advisers or the Charity Commission / OSCR before doing so.

When can we give a refund?

#### **A legal obligation to return a donation.**

- If certain conditions are attached to the gift. For example, where an appeal for a particular purpose fails to raise sufficient funds to achieve that purpose.
- Where a donation for £100 or more (total amount or aggregate, paid by credit or debit card) has been made in response to a radio or television appeal, then a seven day 'cooling-off' period applies.
- If we or any third party event organiser cancel an event or challenge.

#### **A moral obligation to return a donation.**

- Fraud – If the supporter can show their card was used without their knowledge.
- Legacies – If a charity receives a legacy but there's evidence that the person who died had changed their mind since making the will.
- Other gifts – An example might be where a person has made a gift to a charity but it later became clear that the donor's generosity to the charity had reduced them to poverty, the charity trustees might feel morally obliged to make an ex gratia payment by returning all or part of the gift
- People in vulnerable circumstances – guidance has been issued by the Fundraising Regulator and the Institute of Fundraising which may lead to donations needing to be refused or refunded.

### **3. Process**

3.1 Any request for a refund should be made in writing and this will be assigned to a Manager to begin an investigation.

The investigation will review the circumstances of the request, including personal details of the donor, the intended purpose of the donation (if applicable), the method of donor payment and the reasons for the refund.

Advice will be sought from the Charity Commission if we believe this is required.

**Charities are not permitted to refund donations by law, except under very exceptional circumstances.**

If you wish to request a refund for a donation that you have made, you will need to contact our Supporter Care Team by one of the following methods:

- Telephoning on 0300 303 9888
- In writing at our postal address which is:

Help for Heroes  
Unit 14 Parkers Close  
Downton  
Salisbury  
Wiltshire

- Email us at [fundraise@helpforheroes.org.uk](mailto:fundraise@helpforheroes.org.uk)

We are committed to providing our donors with the highest standards of legal compliance and we treat all requests for refunds with the utmost importance. We will need ask you a series of questions in order to determine the reasons for your request.

We undertake to process any request as quickly as possible. However, we recognise that this process may require advice from external agencies and response times may not be within our control and will advise you of progress as appropriate.

#### **4. Further Information**

##### **4.1 Trading Returns Policy**

**Standard Returns:** You can return part or all of your order for physical goods for a refund within 30 days of receipt.

Only incorrectly supplied or damaged/faulty items can be exchanged upon return. All other returns will be refunded back onto the credit/debit card or via the PayPal account used for the original purchase. You will need to place a new order if you simply require a different size or product.

Physical goods should be returned in their original condition, ideally in the original packaging. Any damage noticed on receipt of the item should be highlighted on the returns note.

Purchases from our catalogue, over the phone or via the website must be returned via post according to the instructions in your parcel.

#### 4.2 Trading Donations:

As a charity, Help for Heroes is dependent on, and incredibly grateful, for your generous donation. In compliance with legal and best practice regulations set by the Charity Commission, the Institute of Fundraising and the Fundraising Regulator, all donations we receive (including registration fees for challenge participation) are treated as irrevocable gifts and, as such, are non-refundable. However, if you suspect your credit card has been used incorrectly, or you have any other issue that you would like to discuss, please contact our Supporter Care Team as soon as possible on 0300 303 9888 (Monday to Friday, 9am to 5pm) or by emailing: [fundraise@helpforheroes.org.uk](mailto:fundraise@helpforheroes.org.uk)

#### 4.3 Challenge Events

A registration fee for any challenge event is classed as a donation and this will be treated as an irrevocable gift.