



Irish Support Agency
Refund Policy
06 August 2020

Refund Policy

Our supporters are incredibly important to us. Without donations, we simply wouldn't be able to help the people who need us – or carry on providing and developing the services that so many depend on.

The Irish Support Agency, in common with all registered charities, is constrained by charity law, which means that we are only able to refund a donation in certain prescribed circumstances.

All donors are asked to ensure that the amount entered is the amount they wish to give. In the event of an incorrect amount being entered, or if the donation is made accidentally or in extremely unusual circumstances, donors are asked to contact us in writing with their name, address and transaction reference. We will review the request and respond within 48 hours.

The ISA truly appreciates all donations and support and recognises that there may be an occasion when a supporter might need to speak to us to discuss a donation.

Telephone: 1800 186966 / 02 9300 8019

Email: admin@irishsupportagency.org.au

Post: PO Box K774, Haymarket, NSW1240

If a donation is refunded, the associated tax receipt is no longer valid and should be shredded.

Event tickets

Once the transaction has taken place refunds are given at the discretion of our management. We may refund ticket sales if the buyer advises sufficiently in advance of an event that they cannot attend due to illness or misadventure.

Donations and recurring donations

- We will refund if there was an error with the donation processing
- We may refund if the donor entered the wrong amount
- We will refund if the recurring donation did not cancel correctly when requested.