

Refund & Cancellation Policy

Muslim Help Global — Palestine Relief & Humanitarian Platform

Website: <https://matw.muslimhelpglobal.com/>

Email: support@muslimhelpglobal.com

Last Updated: July 21, 2026

At **Muslim Help Global**, we strive to ensure that every charitable contribution made towards Palestine humanitarian relief is handled with absolute transparency, integrity, and efficiency. Because donations are immediately processed and disbursed to support urgent emergency relief projects, charitable contributions are generally non-refundable. However, we recognize that exceptional circumstances may occur.

1. General Donation Policy

All charitable donations made through our website (<https://matw.muslimhelpglobal.com/>) are voluntary, final, and non-refundable once processed, as they are quickly allocated to emergency supplies, medical aid, and relief efforts in Palestine.

2. Conditions for Refund Eligibility

Muslim Help Global will review and consider refund requests under the following specific circumstances:

- **Erroneous or Duplicate Transactions:** If a donor inadvertently makes a duplicate payment or enters an unintended donation amount due to a technical error or accidental multiple clicks.
- **Unauthorized or Fraudulent Transactions:** If a donation was made fraudulently using stolen card or account details without the account holder's authorization.
- **Technical System Glitch:** If a system error on our platform results in incorrect billing.

3. Timeframe for Requesting a Refund

To request a refund under eligible circumstances, donors must contact us within **14 calendar days** from the transaction date. Requests made after 14 days may not be eligible for processing due to immediate fund allocation to active field campaigns.

4. How to Request a Refund

If you believe you are entitled to a refund, please send an email to support@muslimhelpglobal.com with the subject line "Refund Request - [Your Name]". Please include the following details in your email:

- Full Name of the Donor
- Date and Time of the transaction
- Donation Amount and Transaction ID / Reference Number
- Payment Method used (e.g., Credit Card, Debit Card, Mobile Banking)
- Clear reason for requesting the refund

5. Refund Processing and Timeline

Once your request is received, our team will review the transaction history and verify the claim. You will be notified via email regarding the approval or rejection of your request within **3 to 5 business days**.

If approved, refunds will be issued exclusively through the original payment method used during the transaction. Please allow **7 to 10 business days** for the refunded amount to reflect in your bank or card account, depending on your financial institution's processing timelines.

6. Recurring Donations & Cancellations

If you have set up a recurring monthly donation, you may cancel future recurring charges at any time by contacting our support team at least **5 business days** prior to the next scheduled billing date. Past recurring donations already processed are subject to the standard refund guidelines outlined above.

Need Assistance?

If you have any questions regarding your donation status or need help with a refund request, please contact our support team:

Email: support@muslimhelpglobal.com

Website: <https://matw.muslimhelpglobal.com/>