



DONATION REFUND & CANCELLATION POLICY

Effective Date: September 21, 2026 | **Organization:** Infaq Sadaqah

Infaq Sadaqah is a non-profit charitable initiative dedicated to constructing and renovating mosques, supporting madrasahs, building homes for homeless families, and offering humanitarian aid across Bangladesh and globally. We deeply value every contribution made by our donors to support these sacred causes.

General Rule on Donations:

Due to the non-profit nature of charitable contributions (Sadaqah/Zakat/Infaq), donations are generally considered non-refundable once processed, as they are immediately allocated to ongoing humanitarian projects.

1. ELIGIBLE REFUND CIRCUMSTANCES

We understand that genuine mistakes can happen during online financial transfers. We will process refund requests under the following specific circumstances:

- **Accidental Duplicate Donation:** If a donor inadvertently makes multiple identical transactions due to technical issues or double-clicking the payment button.
- **Unauthorized / Fraudulent Transactions:** If an unauthorized party fraudulently uses a donor's payment details (credit card, bank account, or mobile banking account).
- **Data Entry Error:** If an incorrect amount was typed (e.g., \$1000 instead of \$100) and reported immediately.

2. TIMEFRAME FOR REQUESTING A REFUND

Refund requests must be submitted in writing within **7 days** of the original transaction date. Requests made after 7 days will generally not be eligible, as funds may have already been deployed for construction or relief purchases.

3. INFORMATION REQUIRED FOR A REFUND REQUEST

To verify and process your request, please provide the following details when reaching out to us:

- Full Name and Contact Phone Number.
- Date and Exact Time of the Transaction.
- Donation Amount and Transaction ID / Payment Reference Number.
- Payment Method Used (e.g., bKash, Nagad, Visa/Mastercard, Bank Transfer, Stripe, PayPal).
- A clear explanation of the reason for requesting a refund.

4. REFUND REVIEW & PROCESSING PROCEDURE

Once your refund request is received via email or official communication channels, our administration team will review the transaction logs:

- **Review Period:** Refund requests are processed within **3 to 5 business days** of receipt.
- **Approval Notification:** You will receive an official confirmation email/SMS once your request is evaluated.
- **Method of Refund:** Approved refunds will be issued strictly back to the original payment source (e.g., the same bKash account or credit card used). We cannot refund cash or transfer to an unrelated account.
- **Processing Fees:** Third-party payment gateway fees or banking transfer charges (if applicable) may be deducted from the total refunded amount.

5. PROJECT SPECIFIC ALLOCATIONS

In cases where a specific project (e.g., a specific mosque build or home construction) receives funds exceeding its requirement, or if a project cannot proceed due to unforeseen circumstances, Infaq Sadaqah reserves the right to reallocate unused donations to an identical humanitarian project (such as another emergency mosque repair or poor family housing project).

6. RECURRING DONATIONS & CANCELLATION

If you have set up a recurring monthly donation, you may cancel your subscription at any time by contacting us at least 3 business days prior to the next billing cycle. Cancellations will stop all future automatic debits.

7. CONTACT US FOR REFUND SUPPORT

If you made an error while donating or need clarification regarding our refund process, please reach out to our support team immediately:

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