



JABULANI CHILDREN'S VILLAGE

P.O Box 71072 ~ Plot 10 Mufulira Road ~ Kaniki, Ndola ~ Zambia – Africa
Cell: +260 967723196 - e-mail: fsoneka@yahoo.co.uk – www.jabulanichildrens-village.org

REFUND & CANCELLATION POLICY

Our policy on refund and cancellation of donations received for Jabulani Children's Village on secure online payment gateway is as under:

1. Any request for cancellations and refund of online donations once duly placed on the website, shall not be entertained under any circumstances.
2. No cash or refund of money will be allowed after completing the online donation as it is an extremely cumbersome process. We therefore request you to be sure before you donate.
3. No refund/cancellation request for the donated amount by any donor will be entertained for online donations through the online payment gateway after the donation is accepted from our Online Payment Gateway service providers unless there is a fraud notification from our Payment Gateway Service Providers.

Once received the online donation to the orphanage will not be refunded to the donor. No cancellation to be made. The donation will be used to help care for the basic needs of the children at the orphanage.