

## HeartKids Ltd – Direct Debit Terms and Conditions

Thank you so much for providing the reliable, regular support that HeartKids need to support kids facing ongoing challenges and medical treatment.

HeartKids is the only national charity dedicated to supporting the 8 babies born with heart disease every day, and their families, throughout their lifetime.

As one of our dedicated regular donors:

### We promise that we will:

- Ensure all your details remain confidential. Your personal records and account details will be kept private and held in the strictest confidence. They will only be disclosed if requested by you personally, or your financial institution if a claim is made for an alleged incorrect debit.
- After your initial regular giving deduction, we will debit your nominated credit card on the day that you donated each month. In instances where a scheduled deduction falls on a non-working day (i.e. weekend or public holiday), the deduction may occur on the first working day following the scheduled date.
- Provide you with at least 14 days' notice in writing before we change the terms of the agreement.
- Send you an annual consolidated tax receipt at the end of each financial year, so you can claim your gifts as a tax deduction.

### In return, we'd be most grateful if you could:

- Check your account statement to verify that the amounts debited from your account are correct.
- Ensure that on the drawing date there are sufficient cleared funds in your nominated account. If the transaction is returned unpaid, we will contact you seeking your instructions.
- Advise us at least 7 days prior to the drawing date if the nominated account is transferred or closed or if the account details change. Please email [office@heartkids.org.au](mailto:office@heartkids.org.au) or call 1800 432 785.
- Provide us with 7 days' notice if you wish to defer, alter, suspend or cancel the automatic deduction agreement.

### Refunds

- Any donation made using a credit card fraudulently will be refunded.
- Refunds are returned using the original method of payment. If you made your donation by credit card, your refund will be credited to that same credit card.
- A refund will be given on any donation acquired after a request to cancel within the appropriate timeframe has been made.
- HeartKids Ltd are not able to refund monies *prior to notice of request to cancel*.
- When a donation is cancelled you will be issued with an email confirmation.

### Dispute process and response

- Disputes and refunds will be treated seriously, quickly and in a timely manner, having due regard to procedural fairness and confidentiality.



HeartKids Ltd

Suite 33, 204-218 Dryburgh St, North Melbourne, VIC 3051

Phone: 03 9329 0446 Email: [office@heartkids.org.au](mailto:office@heartkids.org.au)

- If you believe that there has been an error with your donation, you should notify us by calling 1800 432 785 or by email to [office@heartkids.org.au](mailto:office@heartkids.org.au) within 30 days of the disputed issue.
- Any disputes should be directed to HeartKids Ltd in the first instance so that we can attempt to resolve the matter.
- If you are not satisfied with the outcome you can still refer it to your financial institution which will obtain details of the disputed transaction and may lodge a claim on your behalf.

Personal information is collected by HeartKids Fundraising Department to process donations, issue tax receipts, send invitations and updates only. HeartKids does not share your information with other institutions.

Please contact [office@heartkids.org.au](mailto:office@heartkids.org.au) if you wish to limit the use of your information (for example, if you do not wish to receive information on HeartKids fundraising events or the national newsletter).

Thank you so much for becoming a regular donor and being a real heart hero.

Make sure you keep a copy of your regular giving email confirmation for your records.



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