



Refunds & Returns Policy

- 1) This website (carmelimpact.org.au) is operated by Carmel Impact Limited (ABN 72 626 911 377).
- 2) Donations to support the works of the Carmel Impact are generally final and non-refundable, with the following exceptions:
 - Donations which have been made in error can be reversed if notified within seven days.
 - Donations which have been made fraudulently and without your permission can be reversed if notified within 60 days.
- 3) Purchases of merchandise (including prayer and gift cards) are generally final and non-refundable, with the following exceptions:
 - Merchandise which is damaged may be returned within 28 days for a full refund of your initial order price.
 - Purchases which have been made fraudulently and without your permission can be reversed if notified within 60 days.
- 4) To pursue a refund or return under this policy, please contact:
 - Email: together@carmelimpact.org.au
 - Phone: 03 9699 8822
 - Post: 75 Wright St, Middle Park VIC 3206