

NAADAM Donation Refund Policy

NAADAM Organization takes all possible care to process donations for the purpose for which it was made by the donor. This applies to both online and offline donations equally.

In case the donor wishes to cancel the donation and seek refund, then the following steps must be followed, subject to the conditions.

An email must be sent by the donor within 24 hours of the said transaction, from their authorized email ID, along with copy of government issued ID, details of the bank through which the donation has been made, exact date and time of the transaction, transaction number, amount, screenshot of the transaction and the purpose of donation.

If the donor believes that his/her bank account and/or card has been compromised and the donation has been done without their consent, then he/she must raise the request within 48 hours of transaction along with the above mentioned information.

Conditions for refund request processing:

NAADAM will take 30 days to address the concern and process the refund provided the donation is not utilized prior to reporting by the donor.

The timely refund of the donation will depend upon the type of credit card/banking instrument used during the transaction.

The decision of board of trustees regarding whether to approve or disapprove the refund of donation will be final and bounding on the donor.

Contact Information:

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