



GILY'S
CHILDREN FOUNDATION
Building Dreams For The Future

REFUND AND CANCELLATION POLICY

At Gily's Children's Foundation, we are deeply grateful for every contribution we receive from our supporters around the world. Your generosity helps us continue our mission of transforming the lives of children, single mothers, and families in need.

Because donations are used immediately to support ongoing projects and programs, we maintain the following refund and cancellation policy.

1. Donations

All donations made to Gily's Children's Foundation — whether through our website, GoFundMe, or any other authorized platform — are voluntary and non-refundable.

Once a donation is made, it cannot typically be cancelled or refunded, as funds are quickly allocated to active community programs and beneficiaries.

Exception Process

We understand that mistakes can happen. If you believe you have made an error in your donation, please contact us within 7 days of your transaction, and we will review your request.

Email: info@gilyschildrenfoundation.org

Include in your email:

Full name

Date of donation

Amount donated

Method/platform used (e.g., GoFundMe, Stripe, PayPal)

Reason for refund request

Refunds, if approved, will be processed using the same payment method originally used for the donation.

2. Sponsorship Contributions

Monthly or annual sponsorships are considered ongoing voluntary commitments.

Cancellation Process

If you wish to cancel your sponsorship, please notify us via email at least 14 days before your next scheduled payment.

We will ensure that no future contributions are processed after your cancellation date.

Please note that partial refunds for already-processed sponsorships are not available, as funds are immediately directed toward child care, education, and welfare services.

3. Event or Campaign Donations

Donations made for special events, fundraisers, or Christmas campaigns are also non-refundable.

In exceptional cases — such as duplicate payments or technical errors — we will gladly investigate and correct the issue.

4. Unauthorized Transactions

If you suspect that an unauthorized donation or transaction has been made using your card or account, please contact both:

Your bank or payment provider immediately, and

Gilys Children's Foundation at info@gilyschildrenfoundation.org

We will cooperate fully to verify and resolve the matter.

5. Tax Receipts

Where applicable, we issue official donation receipts for eligible donations.

If you have not received your receipt or need a correction, please contact us within 30 days of your donation.

6. Contact Us

If you have any questions about our Refund and Cancellation Policy, or wish to discuss a refund request, please reach out to us:

Email: info@gilyschildrenfoundation.org

