



## **Uplifting Athletes' Refund Policy**

**Donation Refund Policy:** Uplifting Athletes is grateful for your donation and support of our organization. Donations are typically nonrefundable, but if there is an exceptional circumstance and it is within 15 days of the donation date, a refund can be provided. A request for a refund must be completed in writing either via email or a letter. Your refund will be executed within 30 days from the receipt of your request and may take an additional 5-10 days for your bank to process the refund back to your credit card. 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.

**Automated Recurring Donation Cancellation:** Uplifting Athletes is grateful for your ongoing support that enables us to continue to do this invaluable work for people impacted by rare diseases. We encourage our recurring donors to continue to contribute to our mission, but if you must cancel your recurring donation, please email Mitch Hymowitz, Development Manager, [mitch.hymowitz@upliftingathletes.org](mailto:mitch.hymowitz@upliftingathletes.org) or call him during business hours (M-F, 8AM - 5PM EST) at 516-880-4535.

**Here are examples of exceptional circumstances that Uplifting Athletes will refund:**

- If an extra '0' was accidentally added to your donation. Example: A \$1,000.00 donation when you meant to donate \$100.00.
- If the funds you donated were specified to go to a specific program of Uplifting Athletes and the funds you donated were not used for this specific program.
- If determined as an 'exceptional circumstance' by Uplifting Athletes' Board of Directors.

**To review and process your refund (for a non-recurring donation) please reach out to Uplifting Athletes in either of the following ways:**

- Email Mitch Hymowitz, Development Manager, [mitch.hymowitz@upliftingathletes.org](mailto:mitch.hymowitz@upliftingathletes.org)
- Send a letter via mail to Uplifting Athletes, Attn: Mitch Hymowitz, 8 Atkinson Drive, Unit 574, Doylestown, PA 1901