

ARCHway Institute for Addictive Diseases and Co-Existing Mental Health Disorders	
Policy/Procedure: Refund Policy	
Date Adopted: April 2022	Date last reviewed: April 2022

Donation Refund Policy

We are grateful for your donation and support of our organization. Donations are normally nonrefundable, but if you made this donation in error or changed your mind about contributing to our organization, please contact us.

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.

Conditions for Returns

In order to be eligible for a return request, you must meet the following conditions:

- The donation/event registration has to have happened within the last 30 days.
- You must present a clear record/proof of donation/event registration.

To request a refund:

- Email emily.jung@thearchwayinstitute.org
- OR Contact Us at <https://thearchwayinstitute.org/contact-archway-institute/>

We will investigate and respond to your request no later than 14 days from the day on which we receive the request. If any adjustment is made, we will use the same means of payment as you used to make the donation/event registration. A fee is typically not incurred for such reimbursement.

****If an ARCHway hosted event is canceled for any reason (i.e. inclement weather, attendance, COVID-19), you will be contacted immediately. You will have one of two options:**

- Request a refund for your donation or event registration
- Support the mission of ARCHway by donating any contributions made to the event

Automated Recurring Donation Cancellation

Ongoing support ensures that our organization can continue to provide its current resources and services in years to come, so we encourage donors to continue to contribute to projects over time.

Recurring donations will renew monthly in the amount of your first payment and on the same day each month.

If you must cancel your recurring donation, please notify us immediately. ARCHway Institute will ONLY be able to refund the donations made during the one month prior to the request.