

Cancellation & Refund Policy

No cancellations are entertained for requests post receiving donation. Once the Donation is issued the Divya Jyothi Trust will not accept any request from anybody for its cancellation.

However, Divya Jyothi Charitable Trust is instituting a donation refund policy to ensure fair and transparent processing of requests for refund of donations as digital payments are becoming more frequent. Divya Jyothi Charitable Trust expects that all donors will exercise due care and diligence while making donations. Divya Jyothi Charitable Trust also recognises that a donation may be made erroneously or donors may change their mind.

Divya Jyothi Charitable Trust will examine each request for refund of donation and endeavour to make the refund. Divya Jyothi Charitable Trust may also seek further information / documents and donor must co-operate in this regard.

However, Divya Jyothi Charitable Trust is not obliged to make refunds and may, in its discretion, decline any requests for refund of donations, particularly if a tax exemption certificate has been issued.

If you would like your donation to Divya Jyothi Charitable Trust to be refunded, You must request Divya Jyothi Charitable Trust in writing or by email for a refund and Your request must reach Divya Jyothi Charitable Trust within 5 days from the date on which you made the donation i.e. the date on which you: Made the donation online, electronically or through other means

OR

Handed over the cheque / demand draft to Divya Jyothi Charitable Trust or someone authorised by Divya Jyothi Charitable Trust for this purpose,

OR

Despatched the cheque / demand draft to Divya Jyothi Charitable Trust by other means.

The written request stating reason for requesting refund must be sent to the address stated below and must contain all the following details pertaining to the donation:

1. Date of donation.
2. Donation amount
 - If donation was made through cheque/draft, please provide Cheque/Draft no.
 - If donation was made through credit card, please provide Credit Card no. (last 4 digits only).
 - If donation was made online, please provide Donation-ID.

Divya Jyothi Charitable Trust

Door No. 151-f, 4th Cross, Gokulam 3rd Stage,

Mysuru, Karnataka 570002, India

<http://www.divyajyothitrust.org/>

Email: divya.jyothi.trust@gmail.com

All decisions of Divya Jyothi Charitable Trust in this regard will be final and binding on the donor.