



Donation, Registration, & Transaction Policy

OSWAPIC Policy Details

Policy Name:	OSWAPIC Donation, Registration, & Transaction Policy	Effective Date :	2024
Approved Board:	<input checked="" type="checkbox"/>	Date of Approval:	2024
Scope:	Refund Requests for Donations, Registrations, and/or transactions of monetary or in-kind value.	Date of Next Review:	January 2026

Purpose

The purpose of this policy/procedure is to...

- ☐ This policy establishes transparent guidelines for refunds across all OSWAPIC Chapter transactions, ensuring fairness and financial accountability, consistent with our 501(c)3 nonprofit status and in accordance with Article III of the Chapter Bylaws.

Policy/Procedure

Donation Refund Policy

- Monetary Donations:
 - Donations are tax-deductible to the extent allowed by law, as per IRS regulations for 501(c)3 organizations.
 - Donations are considered charitable contributions and are typically non-refundable.
 - Exceptional refund requests will be reviewed on a case-by-case basis by the Board of Directors, ensuring alignment with the Chapter's mission and financial stewardship responsibilities.
- In-Kind Donations:
 - Non-monetary donations are final and non-refundable.
 - Donors will receive a tax receipt documenting the fair market value of the contribution, as determined by IRS guidelines.

Event Registration Refund Structure

- Full Refund Period:
 - 100% refund if requested more than 60 days before the event date.
- Partial Refund Period:
 - 50% refund if requested between 59 and 30 days before the event date.
- No Refund Period:
 - No refunds will be issued 29 days or less before the event date, to cover committed expenses as outlined in the Chapter Operating Policy.

Sponsorship Package Refund Terms

- Full Refund Period:
 - A full refund is available if cancellation occurs more than 90 days prior to the commitment date.
 - **Additionally,**
 - None of the tasks and/or benefits associated with the sponsorship package have been implemented, executed, or completed by the OSWAPIC Chapter and/or the designated representative responsible for those tasks and benefits.
- Partial Refund Period:
 - a. 50% refund if cancellation occurs between 89 and 60 days before the commitment date. **OR**
 - b. A refund calculated as a prorated percentage based on the number of completed tasks and benefits tied to the sponsorship package implemented by the OSWAPIC Chapter and/or the designated representative responsible for those tasks and benefits. This partial refund option will be used when the refund is requested more than 60 days before the commitment date and the partial refund is less than 50%.
- No Refund Period:
 - No refunds will be issued 59 days or less before the commitment date, to cover committed expenses as outlined in the Chapter Operating Policy.

Fundraising Product Sales

- General Policy:
 - OSWAPIC Chapter utilizes various third parties (including but not limited to: *Printify*) for creation, sale and fulfillment of fundraising products. As such, the refund policy for product sales is subject to the third party's Terms of Service and Refund Policies.
- Specific Terms:
 - Please refer to the specific third party's official website for the most up-to-date information on returns, exchanges, and refunds.
 - OSWAPIC Chapter is not responsible for handling returns, exchanges, or refunds for product sales through a third party. All inquiries and requests should be directed to the third party customer support.
 - Any exceptions to the third party's standard policies are at the sole discretion of the third party and may be subject to additional terms and conditions.

Special Circumstances

The OSWAPIC Chapter may consider refunds under extraordinary circumstances, such as:

- Documented medical emergencies
- Organizational event cancellation due to unforeseen circumstances

- Significant personal hardship

Refund requests must be:

- Submitted in writing.
- Accompanied by supporting documentation.
- Reviewed in alignment with chapter bylaws and/or operational policy by the Treasurer and/or Board of Directors.
- Decided on a case-by-case basis, ensuring alignment with the Chapter's financial responsibilities and ethical considerations.

Refund Processing

- Refunds will be processed using the original payment method, adhering to PCI compliance standards.
- Processing time: 5-7 business days
- Refunds are subject to payment processor policies and any applicable fees.

Contact for Refund Requests

All appropriate refund requests must be submitted via email to the current chapter Treasurer.

Policy Modifications

- The OSWAPIC Chapter reserves the right to modify this refund policy, with changes approved by the Board of Directors.
- Updates will be communicated via official channels, including the chapter website and member communications.
- The current policy will be available upon request and/or on the official website.

Compliance

This policy is designed to maintain:

- IRS 501(c)3 nonprofit compliance, as per Article III of the Chapter Bylaws.
- PCI compliance for all online transactions.
- Transparent financial practices, as overseen by the Treasurer per the Chapter Bylaws.
- Donor and participant trust.

Related Documents

Related Chapter and/or National Documents

- ☐ OSWAPIC Chapter Bylaws
- ☐ OSWAPIC Operating Policy
- ☐ IRS Guidelines for 501(c)3 Organizations
- ☐ PCI Compliance Standards
- ☐ Stripe's Privacy Policy

Disclaimer: This policy is subject to review and modification by the OSWAPIC Board of Directors to ensure alignment with best practices and legal requirements.

END OF POLICY

