

CHAITANYA RESEARCH & EDUCATIONAL SERVICES TRUST (CREST)



Donation Refund Policy

CHAITANYA RESEARCH & EDUCATIONAL SERVICES TRUST (CREST) 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. CHAITANYA RESEARCH & EDUCATIONAL SERVICES TRUST (CREST) expects that all donors will exercise due care and diligence while making donations. CHAITANYA RESEARCH & EDUCATIONAL SERVICES TRUST (CREST) also recognises that a donation may be made erroneously or donors may change their mind.

CHAITANYA RESEARCH & EDUCATIONAL SERVICES TRUST (CREST) will examine each request for refund of donation and endeavour to make the refund. CHAITANYA RESEARCH & EDUCATIONAL SERVICES TRUST (CREST) may also seek further information / documents and donor must co-operate in this regard.

However, CHAITANYA RESEARCH & EDUCATIONAL SERVICES TRUST (CREST) 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 CHAITANYA RESEARCH & EDUCATIONAL SERVICES TRUST (CREST) to be refunded,

- You must request CHAITANYA RESEARCH & EDUCATIONAL SERVICES TRUST (CREST) in writing or by email for a refund and your request must reach CHAITANYA RESEARCH & EDUCATIONAL SERVICES TRUST (CREST) within 72 hours 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 CHAITANYA RESEARCH & EDUCATIONAL SERVICES TRUST (CREST) or someone authorised by CHAITANYA RESEARCH & EDUCATIONAL SERVICES TRUST (CREST) for this purpose, OR
- Despatched the cheque / demand draft to CHAITANYA RESEARCH & EDUCATIONAL SERVICES TRUST (CREST) by other means.

Disclaimer - Donations made between 27th March – 31st March of the year are not subject to refunds.

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:

- Donation amount
- Date of donation
- 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 online transaction details.

CREST Address:

CHAITANYA RESEARCH & EDUCATIONAL SERVICES TRUST,
B-601, Golok Vrindavan,
Behind ISKCON NVCC,
Tilekar Nagar, Kondhwa,
Pune – 411048
Maharashtra

Email Id: office@bmspune.org

All decisions of CHAITANYA RESEARCH & EDUCATIONAL SERVICES TRUST (CREST) in this regard will be final and binding on the donor.