

## **Terms and Conditions for Visitors to Rescue and Relief Foundation Website**

**1. Acceptance of Terms and Conditions** By accessing or using the Rescue and Relief Foundation website (the "Website"), you agree to comply with and be bound by these terms and conditions. If you do not agree to these terms and conditions, please do not use the Website.

**2. Information Accuracy** Rescue and Relief Foundation strives to provide accurate and up-to-date information on the Website. However, we do not guarantee the accuracy, completeness, or timeliness of the content provided. The information on this Website is for general informational purposes only.

**3. Intellectual Property** All content on the Website, including text, graphics, logos, images, audio, and video clips, is the property of Rescue and Relief Foundation and is protected by Indian and international copyright and trademark laws. Visitors may not reproduce, distribute, modify, or otherwise use this content without the express written consent of the organization.

**4. Privacy Policy** Rescue and relief foundation use of your personal information is governed by our Privacy Policy, which is incorporated by reference into these terms and conditions. Please review our Privacy Policy to understand our data practices.

**5. Links to Third-Party Websites** The Website may contain links to third-party websites for your convenience. Rescue and Relief Foundation does not endorse or control these websites and is not responsible for their content or practices. Visiting third-party websites linked from our Website is at your own risk.

**6. User Conduct** While using the Website, you agree not to:

- Use the Website for any unlawful purpose or in a manner that violates any applicable laws or regulations.
- Impersonate any person or entity or falsely claim an affiliation with Rescue and relief foundation
- Engage in any conduct that could harm the Website or interfere with its proper functioning.
- Upload, transmit, or distribute any content that is offensive, defamatory, or violates the rights of others.

**7. Limitation of Liability** Rescue and Relief Foundation shall not be liable for any direct, indirect, incidental, special, or consequential damages arising from your use of the Website or reliance on its content. This limitation of liability applies to the fullest extent permitted by law.

By using the Rescue and Relief Foundation website, you acknowledge that you have read, understood, and agreed to these terms and condition.

## **Cancellation, and Refund Policy for Donations to Rescue and Relief Foundation**

**1. Donations are Non-Refundable** All donations made to Rescue and Relief Foundation are considered non-refundable. Once a donation is made, it cannot be cancelled or refunded, except under the following exceptional circumstances:

**2. Exceptional Circumstances for Refund** Rescue and Relief Foundation may consider refunding a donation if:

- The donation was made in error (e.g., wrong amount, technical glitch) and the donor promptly notifies us of the error.
- The donation was made fraudulently, and the donor provides evidence of such fraudulent activity.

**3. Requesting a Refund** To request a refund under the exceptional circumstances mentioned above, donors must:

- Contact Rescue and Relief Foundation within 30 days of making the donation.
- Provide proof of the error, fraudulent activity, or dispute, as applicable.

**4. Refund Process** Refund requests will be reviewed on a case-by-case basis. Rescue and Relief Foundation will make a reasonable effort to process refund requests promptly, subject to verification.

**5. Refund Methods** Refunds, if approved, will be processed using the original payment method used by the donor. Please allow a reasonable processing time for the refund to be credited to your account.

**6. Unsuccessful Projects** In the event that a project or campaign for which donations were solicited cannot be completed or implemented for any reason, Rescue and Relief Foundation will make reasonable efforts to allocate funds to alternative projects or activities with similar goals. Donors will not be entitled to a refund in such cases.

By making a donation to Rescue and Relief Foundation, you acknowledge that you have read, understood, and agreed to this cancellation and refund policy.

## Refund Policy for Transaction Failures Due to Network or Bank Server Issues

### 1. Overview

- At Rescue and Relief Foundation , we are committed to ensuring a smooth and hassle-free donation process for our valued donors. However, we understand that there may be instances when transactions fail due to network problems or issues with bank servers. In such cases, we have established this refund policy to address your concerns and provide a resolution.

### 2. Transaction Failures

- If you experience a transaction failure while attempting to make a donation on our website, and you believe it occurred due to network issues or bank server problems, please follow the steps below:

### 3. Steps to Request a Refund

- Contact our Support Team: Send an email to [rescueandrelieffoundation@gmail.com](mailto:rescueandrelieffoundation@gmail.com)
- Provide Transaction Details: In your communication, please provide the following information:
  - Your full name
  - Contact information (email and phone number)
  - Date and time of the failed transaction
  - Transaction amount
  - Any error message received during the transaction

### 4. Refund Evaluation

- Upon receiving your request, our team will investigate the transaction failure and verify the details provided.
- If we confirm that the failure was due to network problems or bank server issues beyond your control, we will initiate the refund process if the amount shows credited in our account.

### 5. Refund Process

- Refunds will be processed using the same payment method you used for the donation.
- Please allow a reasonable processing time for the refund to be credited to your account.

## **6. No Refund for Successful Transactions**

- This refund policy applies exclusively to transactions that have failed due to network issues or bank server problems. Successful donations will not be eligible for refunds.

By making a donation to Rescue and Relief Foundation , you acknowledge that you have read, understood, and agreed to this refund policy.

## **Bank Charges Policy for eNACH and NACH Transactions**

### **1. Introduction**

- Rescue and Relief Foundation uses eNACH and NACH as convenient methods for processing recurring donations made by our valued donors. This policy is designed to clarify our stance regarding bank charges that may be deducted by the donor's bank in the event of the dishonor of eNACH and NACH transactions.

### **2. Responsibility**

- Rescue and Relief Foundation processes eNACH and NACH transactions in accordance with the instructions provided by donors. We make every reasonable effort to ensure that these transactions are completed successfully.

### **3. Bank Charges**

- In certain cases, eNACH and NACH transactions may be dishonored by the donor's bank due to reasons such as insufficient funds, account closure, or other factors.
- The donor's bank may deduct charges or penalties related to the dishonor of these transactions from the donor's bank account.

### **4. Rescue and Relief Foundation 's Responsibility**

- Rescue and Relief Foundation is not responsible for bank charges that may be deducted by the donor's bank in the event of the dishonor of eNACH and NACH transactions.
- These bank charges are the sole responsibility of the donor, and Rescue and Relief Foundation has no control over or liability for them.

### **5. Notification to Donors**

- In the event of the dishonor of an eNACH or NACH transaction, Rescue and Relief Foundation will promptly notify the donor of the dishonor and provide details of the failed transaction.

## **6. Resolution Process**

- Rescue and Relief Foundation will collaborate with the donor to resolve the issue. The donor will be informed of the outstanding amount, including any bank charges, and will be requested to settle the debt.

By initiating eNACH or NACH transactions with Rescue and relief foundation, donors acknowledge that they have read, understood, and agreed to this policy regarding bank charges.

**CHANGES TO TERMS AND CONDITIONS** Rescue and Relief Foundation reserves the right to modify or update these terms and conditions at any time. Changes will be effective immediately upon posting on the Website. Visitors are encouraged to review the terms and conditions periodically.

**GOVERNING LAW** These terms and conditions are governed by the laws of India, and any disputes arising out of or related to these terms and conditions shall be subject to the exclusive jurisdiction of the courts in Kolkata, West Bengal, India.

**CONTACT INFORMATION** If you have any questions or concerns about these terms and conditions or the Website, please contact us at [rescueandrelieffoundation@gmail.com](mailto:rescueandrelieffoundation@gmail.com)