**Refund and Cancellation Policy**

Lotus Petal Charitable Foundation believes in helping its donors as far as possible and has therefore a liberal refund policy. Under this policy: –

* Cancellation and refunds will be considered only if the cancellation request is made within 72 hours of making a donation or before claiming your receipt which ever happens first.
* A Lotus Petal Charitable Foundation accepts sponsorship from donors for sponsoring the education and education related expenses for under privileged children. The amounts raised from the above goes into various charitable programmes run by the organization solely for the development of the socio-economic status of these children. However, a refund/replacement can be made if the customer establishes that the quality of this development is not good.

Refund Policy

When you donate to any of our causes/services you are can claim a refund for the amount donated till the time you have not claimed the receipt or within 72hrs of making the donation whichever happens first. If you are, for any reason, not entirely happy with your cause, we will cheerfully issue a full refund. To request a refund, simply contact us at [support@lotuspetalfoundation.org](mailto:support@lotuspetalfoundation.org) with the details of your donation within 72hrs of making the donation. All Amounts received, are utilized for the different cases/ causes related to education of under privileged children. Please include your transaction ID (sent to you via email after your donation was successful) and optionally tell us why you’re requesting a refund – we take donor feedback very seriously and use it to constantly improve our quality of programmes. Refunds are being processed within 21 days period in the same mode as original payment done. If the mode of refund is by Credit/Debit Card or Net Banking, please allow 10 to 14 working days for the credit to appear in your account.