

JDRF Donation Refund Policy

At JDRF, we work hard to make sure that making a donation is as smooth as possible. However we realise that sometimes errors can happen.

Under charity law, charities are not permitted to refund donations, other than in specific circumstances. The Charities Act 2011 with information on this, can be found here:

<http://www.legislation.gov.uk/ukpga/2011/25/contents>

However, there may be an occasion when you need to speak to one of our Supporter Care Team to discuss your donation. Please email us at info@jdrf.org.uk or give us a call on 020 7713 2030.

We'll ask you a few questions to determine what's happened so that we can help in any way that we can. We are committed to the highest standards of legal compliance and we treat all requests for refunds with the utmost importance. Your concerns are important to us and we want to reassure you that we'll update you every step of the way.

Before we are able to consider your request, we will need some paperwork from you as we can't proceed without it. Once we receive everything, we can then advise you of how long things will take – usually 7-10 working days.