

REFUND POLICY

Hexogonal Foundation has instituted a donation refund policy to ensure fair and transparent processing of requests for refund of donations as digital payments are becoming more frequent. Hexogonal Foundation expects that all donors will exercise due care and diligence while making donations. Hexogonal Foundation also recognizes that a donation may be made erroneously or donors may change their mind. Hexogonal Foundation will examine request for refund of donation and endeavor to make the refund. Hexogonal Foundation may also seek proper explanation and reason from the user. Also, it will require further verification of the user and need documents of proof as well as for donation.

Hexogonal Foundation 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 be refunded, you must request Hexogonal Foundation by email for a refund at the following mail address: contact@hexogonalfoundation.com

Your refund request must contain the details such as Date of Donation, Amount of Donation, Mode of Donation i.e. Credit Card or Online Payment and should reach Hexogonal Foundation office within 5 (Five) days 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 The date on which you Handed over the cheque / demand draft to Hexogonal Foundation or someone authorized by Hexogonal Foundation for this purpose, OR The date on which you Dispatched the cheque / demand draft to Hexogonal Foundation by other means.

The refund process may take time 7 to 30 working days depending on the availability of the information from third parties such as Payment Gateway, Banks, etc. through which transaction is done.