



Lower Cape Fear Hospice Foundation Policy and Procedure

Title:	Return and Refund	Section:	<hr/>
Origination Date:	<hr/> 11/14/05	Policy No.:	<hr/>
Review Date(s):	<hr/> 6/24/10	Contact Dept.:	<hr/> Development Department
Revision Date(s):	<hr/> 6/24/10		
Effective Date:	<hr/> 11/14/05		
Approval(s):			
<hr/> Laurie Taylor		<hr/>	
<hr/>		<hr/>	

I. POLICY:

Lower Cape Fear Hospice & LifeCareCenter relies on the generosity of its donors to provide programs and services. We wish to provide "satisfaction guarantee" for all donors who support our agency.

We will always try to work with a customer/donor to get them what they need. If you are dissatisfied for any reason, please contact the Development office at LCFHFoundation@lcfh.org or call 910.796.7962.

PRODUCT PURCHASE REFUND

We will gladly give you a full refund for any product within 30 days of purchase. Refunds requested more than 30 days after your initial purchase date will not be issued unless the transaction was subject to a fraudulent purchase. Refunds are paid as a charge back to your credit card within 48 hours (if you paid by credit card). Please allow 3-4 weeks for your refund if you paid by bank-certified check or EFT.

If you have received a product(s) that you are dissatisfied with, we ask that you return the product(s) as part of the refund process. After the product has been returned, refunds are paid as a charge back to your credit card within 48 hours (if you paid by credit card). Please allow 3-4 weeks for your refund after the product has been returned if you paid by bank-certified check or EFT.

EVENT CANCELLATION & REFUND POLICY

LCFH Foundation reserves the right to cancel, reschedule or limit the attendance of any event. If an event is cancelled or rescheduled, registrants will receive at least 24 hours notice, if possible, and may elect to transfer a credit or receive a full refund.

If you cannot attend an event, we hope you will give your tickets to friends or business associates. However, if you wish a refund, written notice must be received at least five (5) business days prior to the event. At that time a full refund will be issued. If you pay with a check, please allow 3-4 weeks for your refund. If your cancellation is received less than five (5) business days prior to the event, no refund will be given.