



# MeDUSA

# MeDUSA

## Refund Policy

---

### Background

MeDUSA is responsible for the organisation of numerous social, academic and charity events on behalf of our members. The incorporated nature of MeDUSA governs the way that MeDUSA spends and records the use of society finances such that we have strict financial guidelines to which we are required to adhere. The scale of our organisation means that MeDUSA deals with large sums of money on a day-to-day basis and these guidelines are designed to ensure that MeDUSA and our members are acting responsibly. In relation to these events, multiple occasions arise where a purchaser is not pleased with their purchase, cannot attend the event they intended to or simply requests a refund for miscellaneous reasons.

### Position Statement

MeDUSA will not provide refunds for purchases made by our members or other individuals from the society except under extenuating circumstances. In such cases, exceptions may be made at the discretion of the MeDUSA Treasurer.

### Policy

#### 1. Refund Requests

- 1.1. Requests for a refund must be made in writing and submitted to the MeDUSA Treasurer ([treasurer@medusa.org.au](mailto:treasurer@medusa.org.au))
- 1.2. Requests for a refund must
  - 1.2.1. Detail the reason for the refund request
  - 1.2.2. Be accompanied by the receipt or other proof of purchase
- 1.3. All requests for a refund will be reviewed on a case-by-case basis by the MeDUSA Treasurer, who may choose to liaise with the MeDUSA Executive.

#### 2. Timing

- 2.1. Requests must be sent to the MeDUSA Treasurer as soon as practically possible, and the following guidelines must be followed
  - 2.1.1. Events: no later than 24 hours prior to the scheduled start time of the event
  - 2.1.2. Merchandise: no later than a month after receiving the product
  - 2.1.3. Other: no later than a reasonably expected amount of time after the time of purchase
- 2.2. Requests received after these times will not be processed under any circumstances

#### 3. Specific Circumstances

- 3.1. Change of mind: refunds will not be provided for change of mind
- 3.2. Merchandise: refunds will not be provided for merchandise purchased unless faulty or damaged through no fault of the purchaser
- 3.3. Accidental purchase: refunds will not be provided for accidental purchase

3.4. Unforeseeable circumstances: refunds will not be provided where circumstances may affect a MeDUSA event that are outside the control of MeDUSA. This may include, but is not limited to, adverse weather, transport complications or unexpected event clashes.

