

eBay for Charity - buying and selling for charity

<h2>GUIDE.SUMMARY NOTE: This Section of the guide is updated as of March 2023. Further updates will be occurring in coming months. About eBay for Charity

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1425&ViewLocale=en_US#Community"&CommunityFeatures for Countries Supported KYC Failures

href="https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1425&ViewLocale=en_US#Onboarding">Onboarding/Registration

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1425&ViewLocale=en_US#NonprofitAccounts">Nonprofit Primary Account & Secondary Accounts
Programs

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1425&ViewLocale=en_US#NonProf">Nonprofit Sellers (charity direct selling) Public Help Pages </h2><h3><a

[name="About">About eBay for Charity</h3>](#)

What is eBay for Charity? eBay for Charity enables buyers and sellers to connect with and support all their favorite charities. With more than 182 million active buyers globally and 225,000 charities enrolled, eBay is home to one of the world's most active giving communities.

Its Working:2022 was eBay for Charitys best year yet. Because eBay for Charity is part of eBays DNA, eBay for Charity users have raised more than \$1.3 Billion since 2003. We know the extra support is more important than ever now and that we are all in this together

Community Sellers (not the actual charity) VS. **Nonprofit Sellers** (charity direct sellers)

Community sellers are C2C or B2C supporters of a charity who choose to sell items and donate a percentage of their proceeds to that charity.

Nonprofit sellers (charity direct sellers) are charities who have access to inventory and who list items from a nonprofit selling account set up by the charity.

Features for Countries Supported



For questions concerning regions flagged as limited above, please reach out to the individuals below. DO NOT FORWARD THESE CONTACTS TO THE SELLER DIRECTLY!

for support

Australia: Luke Aitken laitken@ebay.com

UK: Amelia BATTERY abattery@ebay.com

France: Aurélie Pruvost apruvost@ebay.com

Italy: Beatrice Aprile baprile@ebay.com

Ireland: Meghan Walsh megwalsh@ebay.com

Canada: Taylor Strawbridge tstrawbridge@ebay.com

Germany: Ashley Gerwert agerwert@ebay.com

KYC Failures Once a charity seller registers, they will not be allowed to list until they pass KYC compliance review.

This is a breakdown of the internal processes after a charity seller registers.

Automated KYC checks

Documentation is reviewed manually by the

[illegible]

You can check on your own:

Agents can view members messages from eBay in Agent Desktop

Did they receive an eBay email asking for more information to verify their account? If so, did they comply?

 Is there an issue 901 on their account?

If yes, this means the KYC Compliance Operations team needs more information.

If its not clear what additional information is needed from the seller, please create a jira ticket in the KYCOPS Jira project.

There is nothing the Charity team can do to assist.

Make sure you add charity in the label field of the ticket.

A nonprofit seller is failing any part of KYC

The charity team does not control any part of the KYC verification process.

If you are not able to determine what additional information is needed by the seller to pass KYC checks, you will need to reach out to the KYC Compliance Operations team by filing a ticket in the KYCOPS jira project.

Again, always make sure you add charity in the label field of the ticket.

A nonprofit seller is failing the company check, and they dont have a remedy banner to update their information.

The company check remedy banner is suppressed for nonprofit entity types. If any additional information is needed other than the documents the seller already provided during the registration process, the KYC Compliance Operations team will reach out to the seller via an RFI process as described above.

If you do not see any notifications in the sellers eBay message center detailing what additional information is needed, you will need to reach out to the KYC Compliance Operations team by filing a ticket in the KYCOPS jira project, again make sure you add charity in the label field of the ticket.

Onboarding / Registration

Charity onboarded incorrectly as a business corporation, LLC, Partnership, or Publicly Traded Company:

- If the seller has less than 100 feedback,

Please have the seller close the account they just registered and have them register correctly as a

nonprofit/charity. If the seller has more than 100 feedback, please have the seller contact charityteam@ebay.com. The charity team will have to gather information from them and submit it to the KYC Compliance Operations team for off line vetting and then do some corrections to their account on the back end. This process could take several days to complete. Charity onboarded incorrectly as an individual or business sole prop: If a seller registered incorrectly as a business nonprofit account, the only option for them is to close the account and register again as the correct entity type. The system does not support downgrading accounts from a nonprofit.
 <h3>Nonprofit Primary Account & Secondary Accounts</h3> We support the ability for a single charity to have multiple selling accounts; however, the first seller account to register as a business nonprofit account for the specified charity will be automatically designated as the Primary account. Any subsequent accounts registered under the same charity organization will be Secondary accounts. Once the Primary account selects their charity in the registration flow and begins the registration process, no other sellers will be able to register for that charity organization until the Primary account has completed the registration process. Only the Primary charity selling account has the ability to update business information such as the address, principal officer/trustees/stakeholder information.. To view if a nonprofit seller account is Primary or Secondary in Agent Desktop, go to the Customer Verification view. In the Verification Overview tab, you can see if the nonprofit seller account is a Primary or a Secondary account. Live Examples of Primary/Secondary Accounts: Primary Account Username/Oracle: oxfamshop/26464597 image Secondary Account Username/Oracle: oxfam_supply_centre/2126625653 image </h3>Programs</h3> Fee break out for both charity direct selling and community selling Nonprofit Seller Fees (charity direct sellers) US: 2% FVF & 0.30 per transaction UK: 1.1% FVF & 0.30 per transaction

>DE: 0 % FVF & 0 per transaction
CA 1.4 % FVF& 0.30 per
transaction
AU 1% FVF & 0.30 per transaction
FRITES 1.3%
& 0.30 per transaction
IE 1.3% FVF & 0.30 per transaction

Community Seller Fees (seller is not the charity)

If the item sells, your final value fees will be discounted by the same percentage that you donated, up to 100%. For example, if you donate 25% to charity then you will get a 25% discount on your final value fees, and 100% discount if you donate 100%. More info here

Non profit Sellers (charity direct selling)
Nonprofit organizations that register as a seller and sell goods on the platform (at a discounted rate) and all funds raised goes to their charity

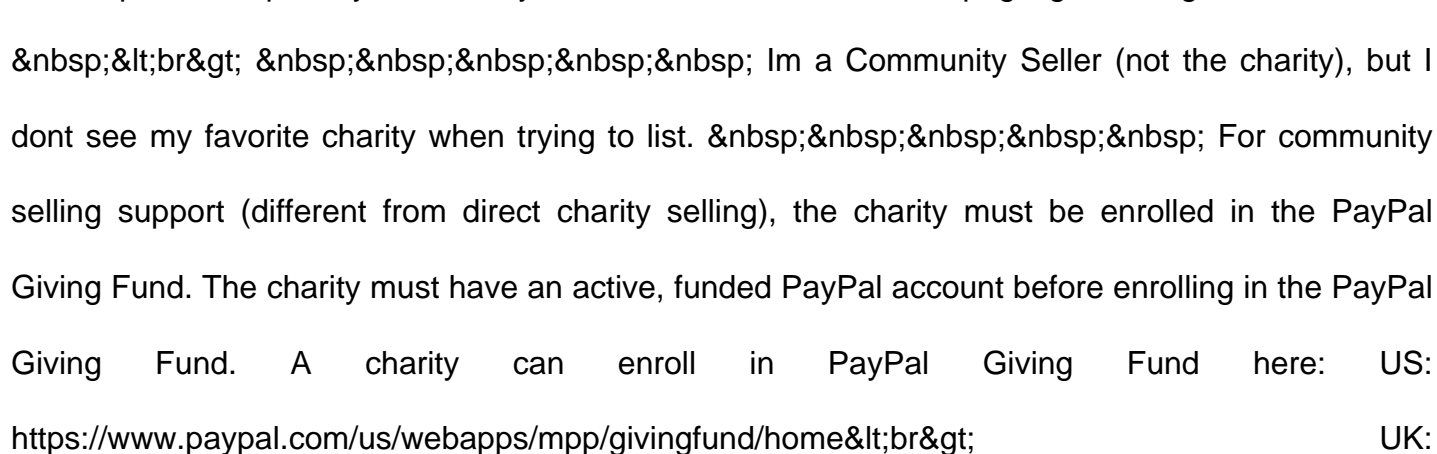
Charities can learn more about selling as a charity,
<https://www.ebayforcharity.org/get-involved/direct-selling/>

Documentation Needed in the US

Make sure you have the following handy to expedite your enrollment:

- EIN number (US) or charity number or business number UK/DE and charity details such as a registered address, mission statement, website, logo, cause areas.
- Evidence of charity registration, such as Articles of Incorporation, IRS 501(c)(3) determination letter, proof of charity registration or written constitution.
- Bank account information and access (bank account needs to be in the registered name of the charity organization).
- Principal officer details (the same as whats entered in the header of IRS Form 990, Item F in the header) or in UK/DE trustee information.
- Letter of authorization, signed by the principal officer or trustee.
- How to register as a nonprofit/charity business entity type on eBay Note:
 If the charity would like to benefit from the community

Don't see your favorite charity? Confirm they are enrolled here.

The image is a screenshot of a webpage titled "EBAY/1425_GUIDE/Picture2.png". It appears to be a guide or FAQ page for eBay charity sellers. The text is partially visible and seems to be a continuation of the text in the previous block, discussing how to enroll a charity in the PayPal Giving Fund. The text is cut off at the bottom of the image.

src="https://cskb.qa.ebay.com/library/EBAY/1425_GUIDE/Picture2.png">

Im a Community Seller (not the charity), but I don't see my favorite charity when trying to list. For community selling support (different from direct charity selling), the charity must be enrolled in the PayPal Giving Fund. The charity must have an active, funded PayPal account before enrolling in the PayPal Giving Fund. A charity can enroll in PayPal Giving Fund here: US:

UK:

How can I favorite a charity?

Save your favorite charity in donation Dashboard Favorites

While logged into your eBay account, search for your favorite charity and favorite them.

Why am I being invoiced for charity donations?

Questions to ask the seller:

Are you a charity (charity direct seller) or someone just selling for their favorite charity (community seller)?

If they say they are a charity: Check their

[illegible]

Gifts That Give Back (GTGB)

What are Gifts That Give Back: GTGB are listings that charity direct sellers can set up as symbolic direct donations. The seller can list as many as are allowed with their current selling limits. Learn more: https://www.ebay.com/e/charity/gtgb

Why Can't I edit my Gifts that Give Back listing from the normal eBay listing flows? &ul&

Gifts that Give back listings can only be created and edited using the Gifts that Give back

listing tool: US. https://gtqb.charity.ebay.com/

UK: https://gtqb.charity.ebay.co.uk/

 <h3>Public help pages</h3>

 The below list are public help pages that can be shared with the user

 Charity Portal- external

 Charity Portal -
 within ebay

 eBay for Charity- Inc page

 Community Selling video - Sell for Good
 -----NOW CONTINUING EXISTING GUIDE-----
 What eBay for Charity is the dedicated program that makes it possible for eBay members to support their favorite charities when buying and selling items on eBay. eBay for Charity has partnered with the PayPal Giving Fund (applicable for Community Sellers) to: Verify the status of nonprofits Provide donation/donor reports Issue tax receipts Aggregate donations for monthly distribution to charities Handle other legal registration requirements. Collect donations from sellers who donate a % of their sale and donations made by buyers during checkout and transfers the funds to the intended charity's PayPal account. For Charities onboarded to Managed Payments (Direct Charity Sellers), eBay will verify the nonprofit status and manage the transaction payments processes. Standard Sellers on eBay can choose to donate 10% to 100% of their item's final sale price to one of the PayPal Giving Fund vetted nonprofits (\$1 minimum donation per item if it sells.) Community Sellers (Standard Sellers) will receive a discount on their Final Value fees equal to the amount of their donation percentage after the item sells.
 Direct Charity Sellers will have 100% of the sale go directly to the charity. Special charity rate final value fee specified by region above is applied when the item sells and the net is deposited into Charity's bank account. There will be no additional third party

payment processing fees.Listing upgrade fees and PayPal fees still apply and do not qualify for credit. For sellers on Managed Payments, there will be no additional third party payment processing fees.The program also makes it possible for users to donate money directly to a charity at checkout with the 'Give at Checkout' feature.

GUIDE.RELATED_LINKS

Related help pagesCharity Donation Help & FAQ (specifically for standard sellers)

Charity and Direct Seller Onboarding Help & FAQ (specifically for Charity Admins and Direct Sellers)

Buying to benefit nonprofit organizations

Selling to benefit a nonprofit organization

eBay for Charity - Information for nonprofit organizations

eBay for Charity fee credit

Charity and fundraising policy

Managing your donation account

Prohibited and restricted items - overview

Creating a

listing using the SYI form

[LP - Charity violation policy - List Practices](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1272)

[LP - Policy info: List Practices \(general\)](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL5687)

GUIDE.TALKING_POINTS

[Charity and Direct Seller Questions](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1425&ViewLocale=en_US#generalqs)

[Buying Questions](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1425&ViewLocale=en_US#buyingqs)

[Gifts that Give Back](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1425&ViewLocale=en_US#giveback)

[Selling/Listing Questions](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1425&ViewLocale=en_US#sellingqs)

[Donate Now Questions](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1425&ViewLocale=en_US#donateqs)

[Charity and Direct Seller Questions](http://charity.ebay.com/help/charity-direct-seller)

Please refer to the [Charity and Direct Seller Onboarding Help and FAQ](http://charity.ebay.com/help/charity-direct-seller) for details about the following:

- Getting a charity set up on PayPal Giving Fund
- Explaining what Direct Sellers are and how to add or remove them from a charity
- Explaining how the donations from Direct Sellers and standard sellers are paid to the charity.

I'm with a charity, how do I request a cancellation of a listing?

- When an eBay seller lists an item on behalf of your organization you'll be notified by eBay about this item based on the item notification preferences you've selected in your [PayPal Giving Fund](https://www.paypalgivingfund.org/index.html) account.
- You may change your item notification preferences

at any time by signing into your PayPal Giving Fund Nonprofit account and selecting Email Preferences.

- If you want to cancel a listing that has been set up to benefit your organization, you can request it easily:

<http://pages.ebay.com/help/sell/nonprofit.html#canceling>

Buying Questions

Can I claim tax deductions for eBay for Charity items?

- In most cases, no. However, if you bought an item sold directly by a charity where 100% of the sale would benefit a charity, the description stated the fair market value of the item, and your final sale price is higher than that amount, then the amount you paid above the fair market value (excluding shipping) can be treated as a donation to the nonprofit.
- If you buy a listing that supports charity, you will not receive a donation receipt from eBay or PayPal Giving Fund. Talk to your accountant or legal counsel about your specific situation.

Gifts that Give Back

What is it?

- Gifts that Give Back allow organizations to create listings of charitable gift donations that can be bought and sent to a recipient as a gift.
- Who can participate?
- Any seller registered as a business nonprofit
- Listings can only be created and edited using the Gifts that Give Back listing tool:

US:

<https://gtgb.charity.ebay.com/>

UK:

<https://gtgb.charity.ebay.co.uk/>

- Buyers on the US and UK sites can purchase these gifts and will receive a certificate email with the details of the symbolic gift they have purchased.
- Where can I find these listings?
- Gifts that Give Back listings will be visible on Desktop, Mobile Web, the Android app and the Native iPhone app, but can only be purchased on Desktop, Mobile Web or via the Android app.
- If a buyer tries to

purchase a Gifts that Give Back listing from the iOS app, they will get a message asking them to add the item to their watch list and purchase it from another supported platform.

Listings can be found in the Gifts that Give Back on the eBay.com site or the charity's profile page.

See

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1425&ViewLocale=en_US#InstructionsStepstoResolve instructions.

Does eBay give any type of discount for being a part of the eBay for Charity Program? For 2.0 (Managed Payments) Sellers

When you create a listing with eBay for Charity and the item sells, eBay will provide a discount on the Final Value Fee and insertion fees, up to a maximum of 100%. There will be no additional third party payment processing fees. Here's an example:

Total Amount of Sale = \$100 + \$10 = \$110

Final Value Fee = \$11

Elected Donation percentage = 80%

Charity Discount applied = 80% of \$11 = \$8.80

Final Value Fee (per order fixed fee) = \$0.30

Total Fee = \$11 - \$8.80 + \$0.30 = \$2.50

For complete details of seller payment fees, please refer to <https://pages.ebay.com/payment/2.0/terms.html#June2020SellerPaymentFees>

managed payments Terms of Use

What are the restrictions for charity listings?

There are some strict limitations on what items and categories can be included in an eBay for Charity listing. The Real Estate and Adult Only categories may not be used, and offering items such as raffle or lottery tickets is prohibited.

For a complete listing, please go to <http://pages.ebay.com/help/policies/items-ov.html> Rules about Prohibited and Restricted Items.

How do I change

or remove the charity on my listing?

- You can remove a charity, change the charity, or adjust the charity percentage on your listing once it is active, as long as it meets the following criteria:
- It is an auction item with no bids
- It is a fixed price single or multiple-quantity item with no pending transactions
- Changing a charity setting is restricted when:
- An auction item has bids
- Fixed priced, single quantity has a transaction in process
- Fixed price with a pending offer

How/When are the donation payments collected? See https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1425&ViewLocale=en_US#InstructionsStepstoResolve.

Why was my listing removed?

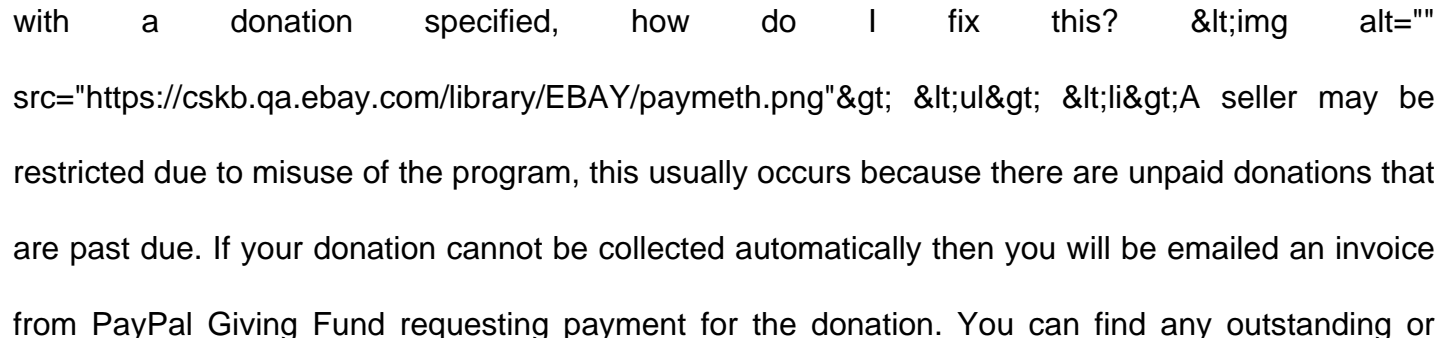
- Nonprofits have control over their brand and can ask us to cancel any items listed on their behalf for any reason.
- If a nonprofit's PayPal Giving Fund account has been closed:
- PayPal Giving Fund cannot collect any more donations for those nonprofits
- Listings benefiting nonprofits with closed accounts must be ended
- Listings that were not ended after a PayPal Giving Fund charity went inactive and the item sold, PayPal Giving Fund will disburse that donation to a like charity

There may be other reasons that your listing was pulled see the original email you were sent regarding this listing, or contact Trust and Safety.

Internal Information

There is more information available in the <http://charity.ebay.com/help/charity-direct-seller> Charity and Direct Seller Onboarding Help & FAQs.

I am restricted from listing an item for sale with a donation specified, how do I fix this?



A seller may be restricted due to misuse of the program, this usually occurs because there are unpaid donations that are past due. If your donation cannot be collected automatically then you will be emailed an invoice from PayPal Giving Fund requesting payment for the donation. You can find any outstanding or

overdue invoices on your <https://donation.ebay.com/> Donation Account Dashboard.

You can check your [Charity Donation settings](https://www.donation.ebay.com/dashboard/settings) to see if there is already a PayPal account set up for charity donations. You can add or edit your charity payment method in your [Personal Information](https://my.ebay.com/ws/eBayISAPI.dll?MyeBay&CurrentPage=MyeBayPersonalInfo) in My eBay, just look for the Charity Donation Payment at the bottom of the Financial Information section.

Internal Information

If a seller has checked their donation account, and believes they are receiving this message in error:

Teammate send an email to: charityteam@ebay.com include the sellers username, whether the seller is on Managed Payments, and some case details. The Charity team will review the account and make adjustments if necessary.

I'm getting this error when I try to list through eBay Charity: "You can not publish this listing at this time since your charity information is still being verified" But my information was already submitted and I've already gone through the payments seller verification. What do I do?

With our new charity onboarding process, there is a second process we complete to verify the charity documents.

Ask the member if it has been more than 72 business hours since they have submitted the documents.

If no, advise them it may take up to 72 business hours for the review and to contact us if they are still getting this message after the timeframe has passed.

If yes, check if the member has an issue 901 on their account or has received a message from our KYC Compliance Operations team asking for more information.

If so, direct them to respond to the request for information.

If the member DOES NOT have an issue 901 or has not received a message for additional information, submit a KYC Compliance Referral to the KYC Compliance Operations team.

[Donate Now](#)

Questions

Can I donate to a nonprofit without buying/selling an item? Yes, you can donate to a charity at checkout

- Donating cash to a charity at checkout:
- Using our Give at Checkout feature, you can donate to a charity during checkout.
- You can add a donation of \$1 to \$25 to the amount you pay when you checkout.
- You can choose one or more favorite charities to appear on your checkout pages (or we'll suggest a charity for you each time).
- These donations are tax deductible and you will be emailed a donation receipt from the PayPal Giving Fund or Benevity.
- Internal Information
- Donation history for 2015 and beyond can be printed or exported from the history tab of your donation account dashboard.

Can I request a refund for a Give at Checkout donation?

- No. The Give at Checkout donations are non refundable.

GUIDE.DETAILED_INFORMATION

-----NOW CONTINUING EXISTING GUIDE-----

Title

eBay for Charity - buying and selling for charity

Summary

Buyer information

Charity purchases in Canada and Germany

At this time, sellers on eBay.ca and eBay.de cannot donate a percentage of their item's final sale price to one of the certified nonprofits.

- Only nonprofits and their representatives may sell items on the site with 100% of the proceeds benefiting the nonprofit.

Seller information

Listing for charity

Please review our Charity Donation Help & FAQs for sellers for more details on the program and what to expect.

GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE

Charity and Direct Seller instructions

Please review our Charity and Direct Seller Onboarding

Help & FAQs for sellers for more details on the program and what to expect. How to find listings that support charity Go to http://charity.ebay.com/search and find a charity you want to support. On the charity's profile page you will find items that are listed on eBay that support that charity.Alternatively, on the eBay home page, you can turn on the Advance Search option Benefits Charity to search for items matching your query that also support charity.Charity listings have a charity ribbon icon next to them in search and on the item page: Information about the benefiting nonprofit and the donation amount is displayed on the item page, for example: Community Seller Donation Payments

Beginning on October 30, 2023 we will begin ramping changes on how Community selling donations will be collected called Donation Netting.
 With donation netting, Community Seller donations will be collected along with their eBay fees immediately when the buyer pays.
 You will still see Community Selling donations collected the previous way until we are in full ramp in 2024 where Community Sellers will have their donations collected either by PayPal invoice or collected automatically from their PayPal account 21 days after the buyer pays.
 Both collection methods are valid and working as designed. After a charity item is sold, the donation payment will be automatically collected along with eBay fees. New Community Selling Donation Collection - Donation Netting (Production ramping beginning
October 30, 2023) Once the buyer pays for the item, the donation is collected alongside other eBay fees.If a refund is completed before the donation is sent to the charity, the donation amount will be included in the refund to the buyer and the seller will be responsible for the remaining amount, less any applicable fees.If a refund is completed after your

donation has been delivered to the charity by PayPal Giving Fund, the seller is responsible for the full refund and will need to contact the charity directly to request a reimbursement of the donation.

At the end of each month, PayPal Giving Fund will disburse the donation to the charity's PayPal account.

Once PayPal Giving Fund disburses the donation to the charity, PayPal Giving Fund will issue a donation receipt to the seller.

If a donation cannot be automatically collected, an invoice is generated on the 22nd day of each month. These invoices can be found on the seller's donation dashboard:

US:

<https://www.donation.ebay.com/dashboard/invoiced>

UK:

<https://www.donation.ebay.co.uk/dashboard/invoiced>

A seller can view their paid donations from their donation dashboard history page here:

US:

<https://www.donation.ebay.com/dashboard/donation-history>

UK:

<https://www.donation.ebay.co.uk/dashboard/donation-history>

Donation Statuses Explained

Scheduled: This status refers to donations that have not yet been collected.

Pay Now: This status refers to a donation that has been invoiced and includes a future due date.

Past Due, Pay Now: This status refers to a donation that has been invoiced and has not been paid before the due date.

Processing: In some cases donations are actively being processed and will be in this temporary state until they are

either collected and will appear in Donation History or potentially invoiced requiring the user to take

additional actions to complete payment.

Once a donation is paid it will be moved to the

<https://www.donation.ebay.com/dashboard/history> Donation History Tab

Donation Invoices If a

community seller's donation cannot be automatically collected, a PayPal Invoice will be generated. Invoices are generated around the 22nd day of each month. Invoices allow users to pay using credit cards or other payment methods. Users will receive a link to their invoice in an email from PayPal. This email generates a fair amount of confusion because it comes 3 weeks after the transaction, it says it's an invoice from eBay but its sent from PayPal. We suspect that users will ignore the email because it looks like it could be a phishing attempt. A typical invoice would look like

this: 

<https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1425/Charity%20image%2003.png> Note:

- Users can see and pay their outstanding donations from their

<https://donation.ebay.com/dashboard> Donation Account Dashboard

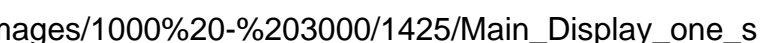
[.https://donation.ebay.com/dashboard](#) Payment required within 45 days. Past due donation invoices may result in their account being restricted from listing charity items.


High volume sellers may receive more than one invoice, because each invoice can only contain 100 items.

- Donation History and Pending Donations Donation History: Members can either print a summary or download an 'excel table' with details from a single year donation history from 2015-2018. Notes:

- For some older transactions the item title is not available.
- The donations included in an invoice may take up to 24 hours to appear in donation history.

- Refunded donations do not appear in donation history.


https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1425/Main_Display_one_selected_annotated.png Restriction of sellers for non payment of donations We restrict charity listing capabilities for sellers with unpaid donations. We will communicate this once (monthly) to the affected sellers, due to unpaid donations. This restriction only applies to their ability to list an item with some proceeds designated to charity; it does not interfere in any other way with a sellers ability to list an item or do any other action on ebay.com. Example of restricted seller message:



src="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1425/suspended1.png">

 <h3>Refund Instructions</h3> The

donation cancellation/refund process differs depending on how much time has elapsed since the item sold. The CS rep must determine if the request occurs before the donation has been collected

(typically 21 days after the sale date) or after the donation has been collected. The

best way to determine the state of a donation is to <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1732#InstructionsStepst

oResolve" target="_blank">piggyback into the customer's donation account.

 Refunds due to returns or other cases Refunds due to returns: Before collection

 For refunds due to Returns, prior to the donation being collected, the system will

refund your donation automatically as part of the flow.
 Other return

cases (INR or SNAD) after collection: If your return or claim takes

place after the donation has been collected, your refund will not be automatic. You

will need to contact the charity to request a refund