

Refund Policy

General Policy : All donations made through our payment gateway are considered final and non-refundable. World Green Line NGO does not provide refunds for any online donations, whether they are one-time contributions or recurring payments.

Unauthorized Transactions : The unlikely event of an unauthorized transaction or a processing error concerning your donation, please contact us immediately. We will work diligently to resolve the issue and, if necessary, assist in the refund process, in accordance with the specific circumstances and applicable laws.

Cancellation of Recurring Donations : If you have established a recurring donation and wish to cancel future payments, you can do so through your user account on our website or by contacting our support team. Please be aware that canceling a recurring donation will not result in refunds for past contributions.

Change of Heart : We acknowledge that circumstances can change, and you may reconsider your donation. While we value your support, we are unable to offer refunds in these situations. We encourage you to thoughtfully assess your donation before completing the transaction.

Donor Information Requirements for 80G Certificate : For donors who seek 80G certificates for tax exemption purposes, we require specific information to issue these certificates. When making your donation on our website, please provide the following details:

1. **Genuine PAN Card Number:** To comply with tax regulations, kindly provide your genuine Permanent Account Number (PAN) card number.
2. **Address:** We need your complete postal address for accurate record-keeping and to issue the 80G certificate.
3. **Mobile Number and Email ID:** To ensure efficient communication and confirmation of your donation, please provide your mobile number and email address.

Privacy and Security:

Your personal information, including PAN card details, will be handled with the utmost care and kept confidential. We will use this information solely for the purpose of issuing the 80G certificate and complying with legal requirements.

Contact Us:

If you have questions or concerns regarding our refund policy, the issuance of 80G certificates, or any other donation-related matters, please contact our support team at support@worldgreenline.org. We are here to assist you and address any queries or issues you may have.

Policy Updates:

World Green Line NGO retains the right to revise and modify this refund policy and donor information requirements as needed. Any changes will be posted on our website, and it is your responsibility to review the most current version.

Thank you for your generous support and understanding. Your contributions significantly impact our efforts to protect the environment and create a greener world. Together, we can make a meaningful difference.