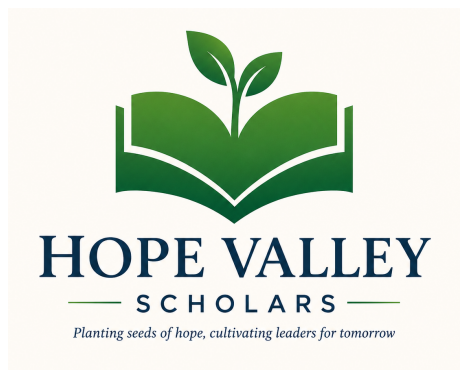




HOPE VALLEY SCHOLARS INC.

Donation Refund Policy

Responsible stewardship, fair review and accurate donor records.

This policy explains when Hope Valley Scholars may consider a donation refund, how donors submit a request, who approves it and how the organization protects charitable funds and accurate tax records.

OUR COMMITMENT: Hope Valley Scholars applies this document to the programs, people and activities within its scope. Questions or requests for an accessible copy may be sent to the contact information below.

Version	1.0
Policy owner	Treasurer and Board of Directors
Effective date	01/01/2026
Review cycle	Annual
Website address	https://www.hopevalleyscholars.org/Documents/pdf/Hope%20Valley%20Scholars%20Donation%20Refund%20Policy.pdf

Organization: Hope Valley Scholars Inc. | U.S. 501(c)(3) public charity | EIN 41-2924425

Contact: info@hopevalleyscholars.org | +1 (302) 898-6006 | <https://www.hopevalleyscholars.org>

1. Purpose and stewardship

Hope Valley Scholars Inc. is a U.S. 501(c)(3) public charity, EIN 41-2924425. Donations support its charitable mission and are accepted subject to the organization's exclusive legal control and responsibility. This policy applies to online, card, ACH, check and other monetary contributions unless a written gift agreement states otherwise.

Donors should verify the amount, frequency, designation and payment details before completing a contribution. A donation is not a purchase and generally becomes an irrevocable charitable gift when accepted; however, Hope Valley Scholars may approve a refund in the limited circumstances below.

2. Requests that may be considered

- An accidental duplicate transaction.
- An incorrect amount caused by donor entry or a documented processing error.
- A transaction the account holder credibly reports as unauthorized.
- A recurring contribution processed after a timely cancellation request that Hope Valley Scholars or its payment provider failed to implement.
- Another exceptional circumstance in which refunding the contribution is lawful, fair and consistent with charitable stewardship.

A request should be received within 14 calendar days after the donation date. Hope Valley Scholars may review a later request when required by law, payment-network rules or exceptional documented circumstances. Submission does not guarantee approval.

3. Requests generally not approved

- A change of mind about a valid, accurately processed donation after acceptance.
- A request based only on disagreement with a lawful program, leadership decision or later change in a donor's financial circumstances.
- A request after funds have been committed or disbursed, when repayment would impair a scholarship, contract or legal obligation.
- A request to redirect a tax-deductible contribution to a specific individual. Hope Valley Scholars retains discretion and control over charitable funds and does not guarantee support for a named person.
- A request that would violate law, a court order, sanctions, anti-fraud controls or a written gift agreement.

4. Restricted gifts and changed circumstances

Hope Valley Scholars will make reasonable efforts to honor an accepted written restriction that is consistent with its charitable purposes. If a restriction becomes unlawful, impossible, impracticable or inconsistent with program safety, the organization will seek donor agreement where reasonably possible and otherwise act under the gift terms and applicable law. A designation on a payment form is not a guarantee of a refund.

5. How to request a refund

- 1 Email info@hopevalleyscholars.org with the subject 'Donation refund request' or call +1 (302) 898-6006.
- 2 Provide the donor name, donation date, amount, transaction or receipt reference, payment method and a concise reason. Do not send a full card number, bank password, Social Security number or image of government identification by ordinary email.
- 3 Respond to reasonable verification requests through the secure method provided. Hope Valley Scholars may contact the payment processor or financial institution and may pause processing while an unauthorized-transaction claim is reviewed.

6. Review, approval and processing

The Treasurer or another Board-authorized officer reviews requests. A person involved in the original error or with a conflict of interest must not be the sole approver. Material or unusual requests may be referred to the Board, payment provider, insurer or legal counsel.

- Approved refunds are normally returned to the original payment method and original account holder. Hope Valley Scholars will not redirect a refund to an unrelated person or account.
- Approved refunds are initiated as soon as reasonably practicable. Posting commonly takes 5 to 10 business days after approval, but financial institutions and payment providers control final timing.
- If a refund is approved, Hope Valley Scholars will update its records and cancel or correct any donation acknowledgment as appropriate. The donor is responsible for correcting any tax filing or deduction affected by the refund and should consult a tax adviser.
- Recurring-donation cancellation applies prospectively. A cancellation does not automatically refund earlier valid contributions.

CHARGEBACKS AND FRAUD: Donors should contact Hope Valley Scholars first when safe to do so, but this policy does not limit lawful rights to report an unauthorized transaction. Hope Valley Scholars may contest inaccurate chargebacks, preserve evidence and report suspected fraud.

7. Records, privacy and exceptions

Refund requests and decisions are confidential financial records. Hope Valley Scholars collects only information reasonably necessary to authenticate and resolve the request, restricts access and retains records under its current retention schedule. The organization may depart from this policy when required by law, payment-network rules, a written gift agreement or a documented exception in the organization's best interests.

8. Contact

Refund requests and questions: info@hopevalleyscholars.org | +1 (302) 898-6006

Document control and related documents

The current public version of this document is maintained by Hope Valley Scholars Inc.. Printed or downloaded copies may become outdated; consult the website for the current version.

- [Privacy Policy](#)
- [Terms of Use](#)

Version 1.0 | Effective 01/01/2026 | Next scheduled review: 01/01/2027