



CENTRE FOR ENVIRONMENT JUSTICE (CEJ)

REFUND AND CANCELLATION POLICY

TERMS AND CONDITIONS

ENVIRONMENTAL RIGHTS | CLIMATE JUSTICE | LAND RIGHTS

WATER ACCESS | ENERGY ACCESS | FOOD SECURITY

Introduction

The Centre for Environment Justice, deeply appreciate your support that enables us to expand our reach and make a substantial lasting impact in our communities. With your generous support, we are guaranteed of achieving environmental sustainability, social equity, and improved livelihoods in vulnerable and marginalised communities in Zambia and other African countries. To ensure transparency and provide clarity, we have established the following refund and cancellation policy for donations made on our online platform.

1. Donation Refunds:

- **Eligibility for Refunds:** Refund requests are generally honored if they are made within **14 days** from the donation date, provided the funds have not yet been allocated to a project.
- **Error in Donation Amount:** If you made an error in your donation amount, please contact us within 14 days, and we will be happy to adjust it or provide a refund.
- **Refund Process:** To request a refund, please email info@cejzambia.org with your full name, donation amount, transaction date, and reason for their fund. Refunds will be issued to the original payment method within **10 business days of approval**.

2. Recurring Donation Cancellations:

- **Cancellation Process:** Recurring donations can be cancelled at any time through your donor account on our website or by contacting us at info@cejzambia.org . Cancellation requests are typically processed within **3 business days**.
- **Timing of Cancellation:** Please note that cancellations made after a scheduled donation date will only take effect from the next billing cycle. Refunds for donations already processed as part of a recurring plan will follow the donation refund policy above.

3. Tax Considerations:

- **Impact on Tax Deductibility:** Refunds of donations may impact the tax deductibility of your gift. We recommend consulting a tax advisor regarding your specific circumstances if a refund is issued.

4. Contact Us:

For any questions, refund requests, or assistance with cancellations, please reach-out to us at:

- **Email:** info@cejzambia.org
- **Phone:** +260 954713003 / +260 977 697221

5. Physical Address:

Centre for Environment Justice (CEJ), Registration No. 120110093710

Plot No. 100/ZMT 77 HC, Twinpalm Road, IbexHill, Lusaka, Zambia

Website: <https://cejzambia.org/>

Thank you for your understanding and for partnering with us in developing resilient communities where everyone has access to a clean and healthy environment and natural resources, and where environmental justice is upheld and protected.