



***When you donate to The White Shadow Foundation Ltd you agree to The White Shadow Foundation's payment Terms and Conditions which are detailed below:***

## **TERMS AND CONDITIONS**

Donors authorise The White Shadow Foundation to deduct a one-off payment or recurring payments from the Credit Card / Direct Debit Card and/or account you have nominated, depending upon the giving option you have selected. If donor signs up to either a twelve (12) month, twenty-four (24) month, or thirty-six (36) month giving plan to activate the Gift Card rewards program, The White Shadow Foundation shall deduct recurring payments until the day and date of the agreed giving plan expires. If donor wishes to donate a one-off singular payment, The White Shadow Foundation will not deduct any recurring payments.

## **PAYMENT PLAN - DONOR SERVICE AGREEMENT**

Donor drawing arrangements will include agreed upon dollar amounts being deducted from your nominated account. Where this date falls on a non-business day, we will draw the amount on the next business day. We will not change any details of donor payments without giving you at least fourteen (14) days written notice. The White Shadow Foundation reserves the right to cancel your payment plan arrangements if three or more drawings are returned unpaid by your nominated Financial Institution, and to arrange with you an alternate payment method. We will keep all information pertaining to your nominated account at the Financial Institution, private and confidential. Furthermore, if donors have signed up to a giving plan which activates the Gift Card rewards program, and three or more drawings are returned unpaid by your nominated Financial Institution, The White Shadow Foundation reserves the right to with-hold Gift Card postage arrangements to donors. If donors sign up to participate in the Gift Card rewards program, and choose to cancel their payments to The White Shadow Foundation before the nominated twelve (12), twenty-four (24), or thirty-six (36) month term has elapsed, donors recognise they are not entitled to receive any Gift Cards.

## **PAYMENT PLAN EXAMPLE**

Monthly recurring donations are charged and counted from the day of the first donation. For example, if you made your first donation on February 20th, your next charge date would be March 20th and so on. Yearly recurring donations are charged once annually, counted from the day of your first donation.

## YOUR RIGHTS

You may terminate The White Shadow Foundation donor payment plan arrangements at any time by giving written notice directly to us, or through your nominated Financial Institution. Notice given to us should be received by us at least 10 business days prior to the due date. You may request change to the drawing amount and/or frequency of the donor payment plan by contacting us and advising your requirements no less than 10 business days prior to the due date. Where you consider that a drawing has been initiated incorrectly [outside the White Shadow Foundation's payment plan arrangements] you may take the matter up directly with us, or lodge a Direct Debit Claim through your nominated Financial Institution.

## YOUR COMMITMENT TO US - YOUR RESPONSIBILITIES

It is your responsibility to ensure that sufficient funds are available in the nominated account to meet the monetary drawing on its due date. Ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by the Financial Institution where the account is based. Advise us if the account nominated by you to receive the payment plan is transferred or closed. Arrange with us a suitable alternate payment method if you wish to cancel the payment plan.

## CONTACT DETAILS

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