

## Refund Policy

Midrasha Zionit (Non-Profit Organization, number 580556884) have developed a donation refund policy as part of our commitment to honoring and respecting the financial contributions that people make to Midrasha Zionit. We recognize the importance of donations and want to ensure we establish appropriate principles of transparency and fairness in regard to the management of refunds.

Midrasha Zionit expects that anyone wishing to donate consider their decision carefully and check donation amounts during transactions.

Midrasha Zionit recognizes that it is possible to make an error when making online donation or for the donors to change their mind about the donation made. It can also occur that an error can be made by Midrasha Zionit.

Donations, whether one-time or monthly, may be made through the Midrasha Zionit website, or by mailing a cheque, cash, or credit card information to Midrasha Zionit. Cheques should be made payable to "Midrasha Zionit". Midrasha Zionit doesn't store credit card data and/or other payment information.

Our policy lasts 14 days. If 14 days have gone by since your donation, unfortunately we can't offer you a refund.

Non-refundable donations:

- Donations were made through the website \*.midrasha.net (from any page).
- Cash Donations were made at events of Midrasha Zionit or our partners.
- Donations that marked as a gift.
- Anonymous donations.

To request a refund, call 072-270-17-88 or E-mail [rayahenkin@gmail.com](mailto:rayahenkin@gmail.com). You will need to provide all information about your donation include number of receipt, and your National ID to verify your identity.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [midrasha.zionit@gmail.com](mailto:midrasha.zionit@gmail.com).

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