



# *Redwood Ministries*

P.O. Box 13435 Des Moines, WA 98198

[info@redwoodministry.org](mailto:info@redwoodministry.org)

Our Mission is to help all who are in need by providing a safe stable environment,  
within the housing program and who have the desire to change.

---

## **Donation Refund Policy**

### **Refund Statement:**

Our supporters are incredibly important to us. With your support, we can help those who need housing and are unable to obtain shelter on their own. Generally, a donation to Redwood Ministries is, like all charitable donations, not refundable. Decisions on refunds will be made on a case-by-case basis after analysis of the circumstances of the donation.

### **Donations and Refunds:**

Redwood Ministries will consider a refund in the specific circumstances listed below upon a justified request from the donor:

- We will refund your donation if there was an error made by Redwood Ministries.
- We will refund your donation if the donation was made unknowingly, for example in a situation where a donation was made with a stolen or lost card.
- We may refund you if you have accidentally entered the wrong amount.
- We may refund if you have accidentally created a monthly donation whereas your intention was to make a one-off donation.
- We may refund in other similar exceptional circumstances.

### **Refund Terms and Conditions:**

To request a refund of your donation made to Redwood Ministries, please fill out our [contact form](#) and request a refund within 30 days after the date of making the donation, including if you wish to request a refund for a monthly donation. Your donation, when received is swiftly employed allocated to the account you designate or the general housing fund to support our operations, Redwood Ministries will not be able to refund any donations further than the past 30 days in all situations.

- We can only issue a refund to the same card or account from which the donation was made. This includes all credit and debit card payments, PayPal, direct debit, and all other payment methods currently available at our website.

---

It is the policy of Redwood Ministries that there will be no discrimination or harassment on the grounds of Race, Color, Religion, Sex, Marital status, Sexual Orientation, National Origin, Age, or Disability within the Redwood Ministries programs.



# *Redwood Ministries*

P.O. Box 13435 Des Moines, WA 98198

[info@redwoodministry.org](mailto:info@redwoodministry.org)

Our Mission is to help all who are in need by providing a safe stable environment,  
within the housing program and who have the desire to change.

---

## **Requesting a Refund:**

If you wish to request a refund, [please fill out our contact form](#) at <http://redwoodministry.org> and provide the following information:

- Your full name.
- The email address provided when making the donation.
- Your city and zip code of residence.
- Your phone number.
- Date on which the donation was made.
- The amount of the relevant donation.
- Payment method.
- All relevant circumstances justifying your request.

Upon receipt we will review your request and endeavor to respond to you within two business days. If the request is accepted, we will process the refund as soon as possible. Please note that it may take 10-14 business days until a refund reaches your account.

## **Recurring Donation Change or to stop:**

To change or stop your monthly recurring giving, please call the Redwood Ministries Office at (206) 823-6362 and/or use Contact Page on our website at <http://redwoodministry.org> at least 15 days prior to the stop date.

### **Redwood Ministries**

P.O. Box 13435

Des Moines, WA 98198

[info@redwoodministry.org](mailto:info@redwoodministry.org)

---

It is the policy of Redwood Ministries that there will be no discrimination or harassment on the grounds of Race, Color, Religion, Sex, Marital status, Sexual Orientation, National Origin, Age, or Disability within the Redwood Ministries programs.