



Global Empowerment Mission
1850 NW 84TH Ave, Ste 100, Doral, FL 33126
www.globalempowermentmission.org

GEM Donation Refund Policy

Global Empowerment Mission (“GEM”) is dependent upon the generosity of the public and private donations in order to pursue its mission. We remain exceedingly grateful to those who share our passion and support our mission with their time, talent and treasure. As such, GEM desires to adhere to the highest ethical standards, committing to honor donor intent as well as honor the public interest entrusted to us as a charitable organization under section 501(c)(3) of the Internal Revenue Code.

Subsequently, in order to protect the trust placed upon us by the public as a tax exempt organization, we must strictly adhere to a policy that does not allow for refunds of donations, except under very special circumstances as outlined below.

We are grateful for your donation and support of GEM. Donations are generally non-refundable.¹

If there has been an error in making your donation to GEM, please contact Donor Relations at donors@globalempowermentmission.org. Refunds are returned to the original method of payment. You can expect to see your refund on your credit card statement, if you donated by credit/online, within seven to ten (7–10) business days. Requests for refunds will be honored within thirty (30) days of your donation. In certain instances, the donor may be required to present his or her appeal to the GEM Board of Directors. The Board will then vote on whether to refund the donation and any other necessary steps to accompany said request.

Recurring Donation Change or Stop Policy

To change or stop a recurring gift, please Donor Relations at donors@globalempowermentmission.org at least 14 business days prior to the stop date.

A recurring donation may be refunded for the donation of the previous month only.

Overpayment or Error Refund Policy

Where an error has been made by GEM or a banking institution which results in an overpayment, GEM will consult the donor and arrange for a credit or check to refund the



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overpayment. Checks will be sent within ten (10) business days to the donor's address on file. Donors are responsible for reporting any change of address to Donor Relations.

Donor Intent

When making a donation, if the donor requests in writing how they specifically wish their donation to be utilized (i.e. medical supplies, scholarships, building project, etc), GEM will make every effort to honor their request and utilize their donation in a fashion consistent with their wishes. A refund may be considered if GEM fails to honor the written intent of the donor.

Failure to fulfill the donor's intentions occurs if there has been a use of the funds in total disregard of donor intent on record with no plan to remedy, or there is no implementation plan for the use of those funds within the calendar year. A refund will not be provided if it was an erroneous communication or vague communication by the donor with respect to intent.

In the case of a super-intervening event, (i.e. a global pandemic, geo-political events, extreme weather-related events) that prevents the implementation of the services related to donations, GEM has the right to redirect the funds to other current mission-related purposes.

GEM will only consider refunding a donation if such a request is made within thirty (30) days of the original donation during the calendar year in which the donation was made, unless otherwise agreed upon in writing, provided the donor has not claimed a tax deduction from their donation. Proof of tax return or signature indicating donation has not been included on tax return will be required.

1. *Clark Schaefer Hackett Business Advisors, "When Nonprofits Should Return Donations", <https://www.cshco.com/articles/when-nonprofits-should-return-donations/>*