

AusTurtle Inc's Refund Policy

1. Overview

At AusTurtle, we are committed to ensuring that our members and supporters have a positive experience with our programs and events. We understand that sometimes plans change and unforeseen circumstances arise. This refund policy outlines the conditions under which refunds will be issued for donations, memberships, volunteer and event registrations, and merchandise purchases.

2. Donations

In the event of an error in processing your donation, please contact us within 30 days at austurtle@austurtle.org. We will work with you to correct any issues.

3. Memberships

Membership fees are non-refundable. If you wish to cancel your membership, please contact us at austurtle@austurtle.org. Your membership will remain active until the end of the current membership period.

4. Volunteer and Event Registrations

We require full up-front payment to cover the running costs of the Njulbitjik (Bare Sand Island) research camp. Refunds for volunteer registrations are available up until May 1st. To request a refund, please contact us at austurtle@austurtle.org with your registration details. Refunds will be processed within 14 days of receiving your request.

Refunds for fundraising events are available up until July 1st. To request a refund, please contact us at austurtle@austurtle.org with your registration details. Refunds will be processed within 14 days of receiving your request.

5. Merchandise Purchases

If you are not satisfied with your merchandise purchase, you may return the item(s) within 30 days of receipt for a refund or exchange. Items must be returned in their original condition, with all tags and packaging intact. To initiate a return or exchange, please contact us at austurtle@austurtle.org. Refunds will be issued within 14 days of receiving the returned item(s).

6. Contact Information

If you have any questions or concerns about our refund policy, please contact us at:

- Email: austurtle@austurtle.org.
- Phone: 0438 192 507 or, 0428 441 693
- Address: PO Box 405 Berrimah NT 0828 Australia