

Senior Concerns Refund Policy

Donations

We cherish every donation and work hard to ensure every dollar is put to work helping others quickly. When we receive your donation, we believe it was your full intention to support our efforts to meet our clients' unmet needs. Because Senior Concerns puts all donations to work quickly, we do not offer refunds on any donations.

Once we accept your donation for its intended purpose and in its original time frame, we cannot reallocate those funds to another purpose at a later date.

Purchased Goods

Senior Concerns may offer, from time-to-time, goods for purchase (auction items for example) where a percent of the goods purchased will go help support our efforts. In such cases, goods that are faulty, wrongly described, different from the sample shown to you, or don't do what they are supposed to do, you will be able to choose between a refund or exchange (if possible). These goods will be clearly marked as such and will be considered purchased goods and their fair market value will not be considered a donation or eligible for tax deduction.

Purchased Event Tickets

Senior Concerns may offer, from time to time, tickets for fundraising events where a percentage of the event donation will go to help support our mission. In such cases, when we receive your event donation, we believe it was your full intention to support our efforts to meet our clients' unmet needs. Because Senior Concerns puts all donations to work quickly, we do not offer refunds on any donations made for events. The ticket may be transferred to another designated attendee, or in the event of a postponement, the ticket will be good for the new date. Please notify Senior Concerns if you would like to transfer your ticket to another designated individual by contacting jyoung@seniorconcerns.org.

Event Sponsorships – Paid or Pledged

At Senior Concerns our mission is essential, and our events are part of advancing that mission. An event sponsorship is a gift to the organization. When we receive your gift/donation, we believe it was your full intention to support our efforts to meet our clients' unmet needs. If an event is postponed, we will honor your sponsorship on the new day and time. If an event is cancelled, we will ask if we can divert your sponsorship to a key program area that advances our mission. If your sponsorship is redirected in this way, we will send a new tax receipt indicating the 100% tax deductibility of your gift.