



23A/8 Khanpur Road,
Kolkata 700047, India

+91-81005-63030 📞
communications@dyut.org.in ✉️
www.dyut.org.in 🌐

Cancellation & Refund Policies

I. Introduction

At Dyut Foundation, we value the trust and support of our donors, supporters, volunteers, and partners. Our Cancellation & Refund Policy is designed to be transparent and to clearly communicate the conditions under which cancellations and refunds may be accepted.

This policy applies to donations, event registrations, sponsorships, and other financial contributions made to support our work in our Education, Livelihood, Health & Hygiene and Environment Programs.

II. Donations

Voluntary Contributions

- Donations made voluntarily and knowingly to Dyut Foundation are generally **non-refundable**.
- Refund requests from such donations may be considered only in exceptional cases such as:
 1. Duplicate Transactions
 2. Inconsistent Donation Amount from that of prior settled agreements
 3. Unauthorized or Fraudulent Transactions

Refund Process Request

- To request a refund, the donor must send an email to communications@dyut.org.in within 3 days of the receipt of the donation by Dyut Foundation.
- The request for refund should clearly include:
 1. Full Name
 2. Donation Amount
 3. Transaction ID or Receipt Number
 4. Reason for refund request
 5. Original Payment Method

Refund Approval

- Refunds, if approved, will be processed via the same payment method and may take up to 10–15 business days to reflect in the donor's account.



23A/8 Khanpur Road,
Kolkata 700047, India

+91-81005-63030 📞
communications@dyut.org.in ✉️
www.dyut.org.in 🌐

- If the tax exemption certificate has already been issued, then Dyut Foundation regrets to inform its inability to refund the donation in any manner. However, in case of a valid refund request made to Dyut Foundation due to any error solely attributable to Dyut Foundation, the Foundation, upon being satisfied of the authenticity of such request, shall refund the donation.

III. Events Registration & Sponsorships

- **Cancellation by Participant:** If you register for a paid event or campaign organized by DYUT Foundation, cancellations made **at least 15 (fifteen) days before** the event may be eligible for a **full refund**. Cancellations made **less than 15 (fifteen) days before** the event will not be eligible for a refund.
- **Cancellation by Dyut Foundation:** In case Dyut Foundation cancels the event, participants will receive a **full refund** of fees paid or may opt to transfer the registration fee to a future event.

IV. Livelihood & Training Programs

- Fees or contributions made for skill training, workshops, or livelihood initiatives may be refundable if the participant withdraws the nomination **15 (fifteen) days before** the training starts **OR** Dyut Foundation is unable to deliver the promised Service. Requests made **within 15 (fifteen) days** of the start of the paid program are NOT Refundable.
- Requests for the refund must be submitted in writing to communications@dyut.org.in and will be reviewed case-by-case basis by Dyut Foundation Management.

V. Contact for Cancellation & Refund

For any cancellation or refund-related queries, please contact us at:

Email: communications@dyut.org.in

Phone: +91-81005 63030

PS: Policy Modification - Dyut Foundation reserves the right to amend this policy at any time. Updated policies will be posted on our official website and will take effect immediately.