



United Way of
Thurston County

Donation Refund and Cancellation Policy

Donation Refunds

We are grateful for your donation and support of our organization! Gifts are generally non-refundable but don't hesitate to contact us if you have made an error in making your donation to our organization. Refunds are returned using the original method of payment. If you made your donation by credit card, your refund would be credited to that same credit card.

We will honor your request for a refund made within 15 days of your donation.

To request a refund, email Richele, our Finance Director, at RCenter@unitedway-thurston.org.

Recurring Donation Changes or Cancellations

To change or stop your monthly recurring giving, please email Richele, our Finance Director, at RCenter@unitedway-thurston.org at least 15 days before the stop date.

Recurring Donation Refunds

Donors have the option to give recurring donations. We will be able to refund the donation of the previous month only. See Donation Refund Policy above.

Overpayment or Error Refunds

Where an error has been made by our organization or a banking facility which results in an overpayment being made, our organization may, in consultation with the donor, refund by either a credit of the overpayment to the donor, or alternatively by check for the full amount of the overpayment. Checks will be sent within 30 days to the donor's on file address. Donors are responsible to report any change of address to our Finance Department.

If you have any questions or concerns regarding the policy above, please reach out to our Finance Director, Richele via email at RCenter@unitedway-thurston.org.