



GAKAMI MUSTARD SEED FOUNDATION

P.O.Box 34791-00100, Nairobi Kenya

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Chaka Place Building, 3rd Floor, Argwings Kodhek Road, Kilimani

REFUND POLICY

The Gakami Mustard Seed Foundation (GMSF) is committed to transparency, accountability, and the responsible management of all funds received. This Refund Policy outlines the circumstances under which refunds may be approved.

A. Eligibility for Refunds

Refunds may be approved in the following circumstances:

- * Duplicate or accidental payments.
- * Administrative or processing errors by the Foundation.
- * Cancellation of a program or event by the Foundation.
- * Where the Foundation is unable to deliver the agreed service or program.

All refund requests are subject to review and approval by the Foundation.

B. Non-Refundable Payments

Refunds will generally not be granted for:

- * Voluntary donations that have already been allocated or utilized for charitable purposes.
- * Failure by a participant to attend a scheduled program, event, or training.
- * Late cancellations that fall outside the applicable cancellation period.
- * Visa refusals where travel, accommodation, or related services have already been secured or paid for.
- * Costs, fees, or penalties incurred by third-party service providers.

C. Refund Request Procedure

Applicants seeking a refund must submit:

- * A completed Refund Request Form;
- * Proof of payment (receipt or transaction confirmation);
- * A valid identification document; and
- * Any supporting documents relevant to the request.

The Foundation may request additional information where necessary.

D. Processing of Refunds

Approved refunds will normally be processed within 14 to 30 working days from the date of approval.

Where possible, refunds will be made using the original method of payment.

E. Administrative Deductions

The Foundation reserves the right to deduct any applicable:

- * Bank charges;
- * Mobile money transaction fees;
- * Payment processing charges; and
- * Non-recoverable costs or commitments already incurred with third-party service providers.

F. Policy Amendments

The Foundation reserves the right to amend or update this Refund Policy at any time. Any revisions shall take effect upon publication and shall apply to future transactions.

Contact Information

Gakami Mustard Seed Foundation (GMSF)
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