

Policies for Online Funds/Donations

1. **Donations Purpose/Utilization:**

The Donations received will be utilized in accordance with IRM's mission and objectives, focusing on sustainable development projects, capacity building and training of marginalized communities, educational initiatives, and disaster/flood relief efforts across Pakistan.

2. **Secure Transactions:**

We prioritize the security of your transactions. Our online payment system is secured with industry-standard encryption to protect your personal and financial information.

3. **Donation Confirmation:**

Upon successful completion of your donation, you will receive an acknowledgment email from IRM confirming your contribution at your provided email address.

4. **Refund Policy:**

IRM follows a no-refund policy for donations. Once a donation is processed and confirmed, it is considered final. However, if you encounter any issues or discrepancies with your donation, please contact our support team at [info@irm.edu.pk] within 14 working days of the transaction, and we will diligently investigate and address your concerns.

5. **Transparency and Accountability:**

We are committed to transparency and accountability in handling online donation funds. Financial reports and other updates will be available on

our website, providing insights into how your contributions are making a positive impact.

6. Contact Information:

If you have any questions, concerns, or require further assistance, please feel free to contact our support team at [**info@irm.edu.pk**]. We value your support and are here to ensure a positive donation experience.

By proceeding with your donations, you acknowledge and agree to the terms outlined in this Payment/Refund Policy. IRM reserves the right to update or modify these policies as and when needed, with any changes communicated through our official communication channels.