

Star for Life Ukraine Foundation (SFLUA)

Terms and Conditions for Providing Voluntary Charitable Donations

1. Introduction

These Terms and Conditions govern the relationship between the donor (“Donor”) and the **Star for Life Ukraine Charitable Foundation** (“SFLUA” or “the Foundation”) regarding the provision of voluntary charitable donations. By making a donation to SFLUA through any of our platforms, the Donor agrees to comply with these Terms and Conditions.

SFLUA is a registered non-profit charitable foundation under the laws of Ukraine. Its mission is to empower Ukrainian children and youth through access to quality education, digital skills, emotional resilience, and life skills development. Donations support this mission and related programming.

2. Purpose of Donations

All donations are directed exclusively toward charitable activities carried out by SFLUA, including but not limited to:

- School-based programs
- Digital learning and mental health support
- Emergency interventions for vulnerable children and youth
- Strategic educational initiatives across Ukraine

Donors may optionally indicate a purpose for their donation. If the specified purpose has been fulfilled or is no longer active, the donation will be used where it is most needed.

3. Nature of Donations

- Donations are voluntary and considered irrevocable and non-refundable except under the conditions described in Section 8.
- Donations are charitable, non-commercial transactions with no expectation of receiving services, goods, or other compensation in return.
- All related banking or transfer fees are the responsibility of the Donor unless explicitly waived.

4. Donation Methods

SFLUA accepts donations through:

- Bank card payments (including via Monobank or other authorized services)
- SWIFT transfers (international donations)
- Cryptocurrency (through supported wallets or partners)
- Crowdfunding and partner donation platforms linked to our website

Secure processing is ensured through compliance with PCI-DSS and relevant financial standards.

5. Anonymity and Personal Data

Donors may choose to remain anonymous. If personal data is provided, it will be used exclusively for the following purposes:

- Sending donation confirmations and thank-you messages
- Accounting and legal reporting
- Periodic updates about SFLUA's activities (if opted in)

All personal data is processed securely and in accordance with Ukrainian and international data protection laws. For full details, refer to our Privacy Policy.

6. Confirmation of Donation

Upon successful donation, SFLUA will send a confirmation email or message to the Donor. If you do not receive confirmation within 7 working days, please contact partnership@starforlife.org.ua.

7. Donor Rights

Donors have the right to:

- Request documentation confirming their donation
- Receive general updates on how donations are used (if desired)
- Request anonymity
- Adjust or cancel recurring donations at any time by written request
- Contact the Foundation with questions or concerns

8. Refund Policy

A donation may be refunded only under the following conditions:

- Duplicate or erroneous transaction clearly documented by the Donor
- Proven technical failure on the part of the payment processor

Refund requests must be submitted in writing within **14 calendar days** of the transaction. Refunds cannot be issued once funds have been allocated for programmatic use.

Requests should be sent to: team@starforlife.org.ua with full transaction details.

8a. Chargebacks

SFLUA maintains a zero-tolerance policy regarding fraudulent chargebacks. Initiating a chargeback without contacting the Foundation to request clarification or a refund may be considered misuse of the donation system. In cases where chargebacks are filed dishonestly or abusively, SFLUA reserves the right to:

- Challenge the chargeback and submit evidence to the payment provider;
- Block future donations from the same individual or payment source;
- Report the incident to relevant authorities or platforms.

We encourage all donors to contact team@starforlife.org.ua before initiating any dispute with their bank or payment processor.

9. Tax and Legal Disclaimer

- Donations may or may not qualify for tax deductions depending on your country of residence and local laws. It is the responsibility of the Donor to verify eligibility.
- Upon request, SFLUA will issue an official receipt or letter confirming your donation for accounting purposes.
- SFLUA is not liable for errors or omissions in Donors' reporting to tax authorities.

10. Amendments to Terms

SFLUA reserves the right to revise these Terms and Conditions at any time. Updates will be published on the official website. Continued donations after such updates imply acceptance of the new terms.

11. Contact Information

For questions or concerns regarding your donation:

- **Email:** team@starforlife.org.ua or partnership@starforlife.org.ua
- **Website:** www.starforlife.org.ua

Thank you for your support. Your contribution empowers young people across Ukraine to learn, grow, and thrive.