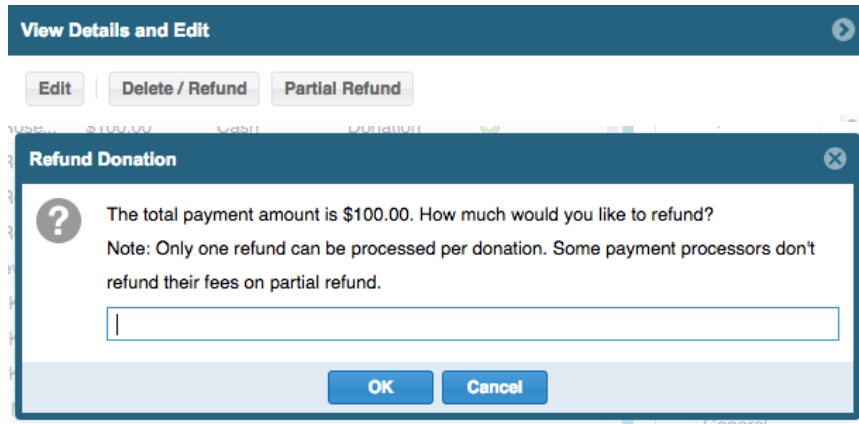


Partial Refunds

For organizations that use NeonPay (or WePay) as their processor, Rallybound's refund system now allows administrators to enter any monetary amount for the refund. Transaction fees assessed for the donation will also be refunded corresponding to the percentage of the refund given (i.e. a 50% refund on the donation will result in a 50% refund of fees to the nonprofit). While the payment processor fee refund is subject to the processor's terms of service, **Rallybound has committed in all cases to refunding the percentage of our transaction fees associated with the partial refund.**

Please note that donations can only be refunded once, regardless of whether it is a partial or full refund. Also, a registration fee or ticket purchase cannot be partially refunded.

To refund a donation partially, locate the donation record in the admin panel, click "Partial Refund" at the top, and follow the ensuing instructions.



The image shows a screenshot of a web application interface. At the top, there is a dark blue header bar with the text "View Details and Edit" and a right-pointing arrow. Below this, there are three buttons: "Edit", "Delete / Refund", and "Partial Refund". The "Partial Refund" button is highlighted. A modal dialog box titled "Refund Donation" is open, featuring a question mark icon and the text: "The total payment amount is \$100.00. How much would you like to refund?" Below this is a note: "Note: Only one refund can be processed per donation. Some payment processors don't refund their fees on partial refund." There is an empty text input field for the user to enter the refund amount. At the bottom of the dialog are "OK" and "Cancel" buttons.