



CHILD AFRICA, P.O.Box 369, 1502 Moss, NORWAY

Here you will find the sponsor terms for donations to Child Africa

## Sponsor Terms

### 1. Terms & Conditions

- 1.1 At [www.childafrica.org](http://www.childafrica.org) I can sponsor one or more children, I can give additional gifts to my sponsor children, I can donate to Child Africa's school projects, and I can donate Child Africa's Bingwa magazines to schools.
- 1.2 When I sponsor a child, I can choose to pay a monthly, quarterly, or yearly fee using my bank card at Child Africa's website, or I can pay the fees directly to Child Africa's bank account in Norway.
- 1.3 I can at any time and for any reason cancel my sponsorship of a child.
- 1.4 I may send a personal gift to my sponsored child via mail to Child Africa (CA) in Uganda. CA is not responsible if the package gets lost. It is recommended to give a donation directly to the child through CA, if one wants to give the child something extra for birthday, Christmas etc.
- 1.5 As a sponsor, I have no other obligations towards my sponsored child, other than to pay the fee for my sponsorship.
- 1.6 CA has an online communication system where I can write to and receive messages from my sponsor child. It is up to me if I want to communicate and how often. It may take few weeks for the message to arrive to the child and to get a response.
- 1.7 From time to time I will receive school reports and other family reports from my child, which I can read online at CA's website.

### 2. Reimbursement

- 2.1 I have a 14-day grace period on my donations, where CA will refund the total amount within this time period.
- 2.2 I have no rights of reimbursement after the 14-day grace period and no refund will be made after this date. Contact [contact@childafrica.org](mailto:contact@childafrica.org) if you need help with a refund.

## Recurring Payments / Subscription

### 1. Subscription

- 1.1 At any time, I can sign up for or cancel a sponsorship/donation subscription with CA. If I sign up for a subscription, I agree to CA charging the card I have registered as a purchase method on their website.
- 1.2 I will receive a payment reminder 10-14 days before an auto payment.
- 1.3 At any time, I can cancel any of my subscriptions at CA. Sign onto CA's website to change the settings. I need to cancel a subscription at least one day before it processes to avoid being charged.
- 1.4 I have a 14-day grace period on any recurring payments. If I choose to cancel and get a refund for an auto payment, I need to contact [contact@childafrica.org](mailto:contact@childafrica.org) within 14 days and ask to get a refund, and include the payment ID and my sponsor ID in the email.
- 1.5 I am solely responsible for turning the recurring purchases on/off on my CA accounts.
- 1.6 I can find all receipts for my charity payments at CA's website under "Account Management > My Charity Payments".
- 1.7 Payment receipts are also sent by email.
- 1.8 I will receive an email from CA if my card is about to expire or is not working while CA tries to charge my card for a subscription. I am solely responsible for following up and removing cards that have expired and for adding new cards I may want to use. I can update my cards by signing onto CA's website and accessing "Account Management > Add/Edit Card".
- 1.9 CA cannot help or be held responsible if email receipts and other email messages end up in my spam folder or are lost other ways.
- 1.10 CA does not save my card info in their system. Cards are saved in CA's payment provider's system, which is highly secured and approved by applicable authorities.

# Sponsor Data

## 1. My Sponsor Info

- 1.1** By becoming or being a sponsor in CA, I accept to provide true information about myself and to keep my account updated at CA's website under "*My User Profile*". Failure to do so, may result in declined payments and failure in communication and updates from CA.
- 1.2** CA's main communication channel is email and I agree to keep my email address updated on my account with CA.
- 1.3** Sensitive data like my password is highly encrypted and hashed and cannot be retrieved in any way.
- 1.4** CA does not share, sell, or give any sponsor data to any third party, with exception for few sponsor data like name and email that are registered with CA's payment solution provider to identify which card belongs to which sponsor.

## 1. Governing Law and Courts

- 1.1.** If you are a customer living outside of Norway; the laws and courts of Norway will apply to any dispute arising out of or relating to these terms. Child Africa does not commit to and is not required to settle disputes before any alternative dispute resolution entity.