

Checkout Policy

Women's Health and Action Research Centre (WHARC)

1. Purpose

This policy provides clear guidelines for completing payments and transactions made to WHARC through its online or offline platforms. It ensures that all financial transactions are processed securely, transparently, and in compliance with WHARC's financial and ethical standards.

2. Scope

This policy applies to all individuals and organizations making payments to WHARC. It also applies to all checkout transactions processed through WHARC's approved payment channels.

3. Checkout Process

- All payments must be made through WHARC's authorized bank accounts or designated online payment platforms.
- Payers are responsible for ensuring that all required information (e.g., name, purpose of payment, reference details) is entered correctly at the time of checkout.
- Once a payment is completed, a confirmation email or receipt will be issued automatically or manually by WHARC's Finance Department.
- If confirmation is not received within a reasonable time, payers should contact WHARC to verify the transaction.

4. Payment Verification

- WHARC verifies every payment received before providing access to services (e.g., course enrollment, journal processing, or event participation).
- Unverified or incomplete payments may result in delayed access until confirmation is obtained.

5. Security and Confidentiality

- All transactions are processed using secure and trusted financial systems that protect personal and payment data.
- WHARC does not store credit or debit card information on its servers.
- Personal details provided during checkout are handled in accordance with WHARC's Data Privacy and Protection Policy.

6. Cancellations and Refunds

Cancellations and refunds related to completed transactions are governed by WHARC's **Cancellation Policy** and **Refund Policy**. Payers are encouraged to review those policies before making payments.

7. Errors and Disputes

- In the event of an incorrect charge or duplicate payment, WHARC will review and, where necessary, issue a refund in line with the Refund Policy.
- All transaction related complaints must be submitted in writing with proof of payment.

8. Review and Updates

This policy will be reviewed annually or when necessary to reflect updates in WHARC's financial systems or operational processes.

Policy Approved By: Board of Trustees

Date: November 3, 2025