

Donation Refund Policy

(Last updated on March 15, 2024)

All donations are gifts made voluntarily to PayPal Giving Fund, a 501(c)(3) charity, with no conditions. Donors receive a tax receipt from PayPal Giving Fund at the time of the donation. Donors who request refunds may not be eligible for tax deductions on their refunded donations.

PayPal Giving Fund grants funds to charities in accordance with our [Donation Delivery Policy](#). PayPal Giving Fund does not provide refunds of donations that we have already granted to a charity. Donors who wish to request a refund for a donation that has already been granted should contact the benefiting charity directly.

Refunds may be granted at PayPal Giving Fund's discretion. Refunds are granted only in exceptional circumstances, and only when the funds have not been granted to a charity. Some circumstances in which refunds might be granted include:

1. The donation was made in error, or was made in an incorrect amount,
2. The donation was not authorized by the donor, or
3. The donor's circumstances have changed materially, for instance if the donation was made from the proceeds of a sale on eBay that has been cancelled and refunded.

Donors with exceptional circumstances such as these may [contact our Customer Service Team](#) to request a refund. In cases where the selected charity was not the charity intended by the donor, and the funds have not yet been granted to a charity, the donor may [contact our Customer Service team](#) and request that the donation is reassigned to the correct charity.

GoFundMe donations

Donors who wish to request a refund for donations to PayPal Giving Fund made through GoFundMe should [contact GoFundMe directly](#) to request a refund of the relevant transaction.

eBay Seller donations

You can receive help from eBay about your eBay for Charity donations on eBay's help page.

eBay Give at Checkout donations

eBay buyers may only request a refund for a donation if they did not intentionally select an amount for a donation at eBay checkout. To do so, log in to PayPal and go through the dispute process in the PayPal Resolution Center.

Humble Bundle donations

All donations made through Humble Bundle programs are given in aggregate by Humble Bundle to PayPal Giving Fund, and are not eligible for refunds to individual customers. You can [contact Humble Bundle](#) for more information.