

A Nation of Hope (“us,” “we,” or “our”) is registered as a nonprofit corporation in the State of Texas and a 501(c)(3) social enterprise charitable organization. Our website is www.anationofhope.org (“the Website”).

These are the Terms and Conditions which govern the use of donation payment services provided through the Website, which are used solely for charitable donations. All donations made through the Website are tax-deductible to the extent allowed by law. A Nation of Hope will use your donation for charitable purposes in alignment with its 501(c)(3) status.

These Terms and Conditions apply separately to each donation made on the Website. By confirming on the Website that you wish to donate, you agree to be bound by these Terms and Conditions. If you select to make ‘Monthly Donations,’ please read Section 5 of this document.

1. The Donation Services

- a. We will use your donation at our discretion but within our charitable objectives.
- b. All payments through the Website may be processed by credit card, PayPal, Venmo, bank, or cryptocurrency.
- c. Once you confirm through the Website that you wish to proceed with your donation, your transaction will be processed through our payment services provider, Zeffy. By confirming that you wish to proceed with your donation, you authorize Zeffy to request funds from your credit, debit, or PayPal card provider. We and our payment provider, Zeffy, comply with the Payment Card Industry Data Security Standard (PCI DSS) to ensure your payment information is handled securely. All payment processing services are provided by Zeffy, a third-party provider. By donating, you agree to Zeffy's terms and conditions and privacy policies. A Nation of Hope is not responsible for any errors or issues with the payment processing conducted by Zeffy.

2. Unauthorized Card Use

If you become aware of fraudulent use of your card, or if it is lost or stolen, you must notify your card provider. We make every effort to ensure that all transactions on our Website are secure. However, A Nation of Hope will not be held liable for fraud, unauthorized transactions, loss or theft of your card, or errors. It is your responsibility to ensure that your payment details are correct before confirming the transaction.

3. Information From You

- a. Before we can process a donation, you must provide us with (i) your name, address, telephone number, and email address; and (ii) the credit or debit card number, expiration date, and card security code (CSC) you wish to use to fund the donation. We will use this information to process your donation for each transaction. It is your responsibility to ensure the information provided is correct.
- b. When you submit your payment details, these details will be transferred to our payment provider, Zeffy, and that provider will collect and process your payment data securely. Review Zeffy's terms and conditions (different from A Nation of Hope's) to ensure you understand how the provider will process your personal payment information before you donate.

- c. We will not share your personal and payment details with any third party other than what is reflected in A Nation of Hope's Privacy Policy. Our Privacy Policy consists of the Terms and Conditions of Donation Payments, and by agreeing to these Terms and Conditions, you are also agreeing to the way we use and protect your personal information in line with our Privacy Policy.

4. Refund policy

Donations are generally non-refundable. However, if you make an error in your donation, please contact us either by email (inspire@anationofhope.org), by phone (682-277-9994), or by mail (A Nation of Hope, 6421 Camp Bowie Blvd, Ste. 308, Fort Worth, TX 76116) within 3 days, and a full refund will be returned to you within 10-15 business days.

5. Monthly Donations

- a. This terms and conditions section applies only when you make monthly donations through the Website. When you set up a regular donation, you can schedule future donations on the day of the month you choose until further notice. You agree that these terms and conditions in Section 5 and throughout this agreement will apply to each monthly donation.
- b. By confirming your monthly donation enrollment, you authorize our payment service provider, Zeffy to request funds through your credit or debit card payment method on the day you selected each month.
- c. To cancel your monthly donation enrollment, please contact us at inspire@anationofhope.org.

6. General Information

- a. We reserve the right to amend these Terms and Conditions For Donation Payments at any time. Significant changes will be communicated to you via the email address provided or through a notice on our Website.
- b. These terms and conditions are governed by State of Texas Law and are subject to the exclusive jurisdiction of the State of Texas courts.
- c. Upon successful donation, you will receive an acknowledgment and tax receipt via email through Zeffy, which can be used for tax purposes.
- d. A Nation of Hope may, at its sole discretion, choose, at times, to accept, or, at other times, to not accept, donations made in currencies other than United States dollars (USD) at any time or for any duration of time. During periods of time when A Nation of Hope does choose, at its sole discretion, to accept donations in currencies other than USD, then any such currencies will be converted to USD at the exchange rate provided by our payment processor at the time of the transaction. A Nation of Hope is not responsible and will not be held liable for any exchange rate fluctuations or financial gains, losses, errors, or other results from such fluctuations.
- e. A Nation of Hope will not be held liable for any losses, damages, or claims arising from payment processing errors, fraud, or unauthorized use of your payment method. You are responsible for ensuring the accuracy of the information provided at the time of donation.

Policy Governance

Adopted – 05/06/2025

Revised – 09/01/2026

Reviewed & Approved By – Natasha L. Fuller, CEO

