Refund & Cancellation Policy
Effective Date: November 24, 2026
Organization: Huntley Area Public Library District Friends Foundation
Website: huntleylibraryfriends.org
Thank you for supporting the Huntley Area Public Library District Friends Foundation. This Refund & Cancellation Policy explains how we handle charitable donations, event registrations, ticket purchases, and other payments made through our website.

1. Charitable Donations
Charitable donations to the Friends Foundation are generally non-refundable because donated funds are accepted for charitable purposes and may be committed to support Foundation activities and initiatives. However, the Friends Foundation will consider requests involving:

- an accidental duplicate donation;
- an incorrect donation amount;
- an unauthorized transaction; or
- another transaction error.

Please contact us as soon as possible after discovering an error.
Refund requests may be reviewed and approved on a case-by-case basis. If a refund is approved, it will generally be returned to the original payment method.

2. Event Tickets and Registrations
When the Friends Foundation offers ticketed events or registrations, the applicable event page or purchase confirmation may include specific cancellation and refund terms.
Unless different terms are stated for a particular event:

- Event ticket purchases and registrations may be canceled for a refund up to **seven (7) days before the scheduled event**.
- Requests received fewer than seven (7) days before the event are generally non-refundable because the Foundation may have already incurred non-refundable expenses such as catering, facility, or event-related costs.
- When appropriate, the Foundation may allow a ticket to be transferred to another guest instead of issuing a refund.

The Friends Foundation reserves the right to establish different refund terms for a particular event when those terms are clearly communicated at the time of purchase.

3. Event Cancellation or Postponement by the Friends Foundation
If the Friends Foundation cancels an event, ticket purchasers will be offered either:

1. a refund of the ticket purchase; or
2. the opportunity to convert the eligible amount into a charitable contribution to the Friends Foundation.

If an event is postponed or rescheduled, previously purchased tickets will generally be honored for the new date. Ticket purchasers will be notified of any available refund option and the applicable deadline.
If an event must be canceled or postponed because of circumstances beyond the Foundation's control, the Foundation will communicate available options to ticket purchasers as promptly as reasonably possible.

4. Merchandise and Other Purchases
If the Friends Foundation offers merchandise or other items for purchase through the website, the applicable product or purchase page may contain additional return or refund terms.
Unless otherwise stated, merchandise or other purchases are generally final once the transaction has been completed, except when required by law or when the Foundation determines that a refund or replacement is appropriate because of an error or other circumstance.

5. Raffles and Charitable Gaming

If the Friends Foundation conducts a raffle or other charitable gaming activity, the activity will be conducted in accordance with applicable Illinois law, licensing requirements, and the specific rules established for that activity.

Raffle ticket purchases are generally non-refundable. Additional terms and restrictions applicable to a particular raffle or charitable gaming activity will be provided as required.

6. Auctions

Winning bids in Friends Foundation auctions are generally final and non-refundable unless otherwise stated in the specific auction terms.

A payment made in connection with an auction may include both a purchase and, depending on the circumstances, a charitable contribution. The Friends Foundation will provide any required tax disclosure or acknowledgment.

7. Tax-Deductible Contributions

A refund of a charitable contribution may affect the donor's tax records and any claimed charitable deduction.

The Friends Foundation is not responsible for determining the tax consequences of a donation, refund, event purchase, auction purchase, or other transaction. Donors should consult their tax advisor regarding their individual circumstances.

8. How to Request a Refund or Report a Transaction Error

To request an eligible refund or report a payment error, please contact:

Huntley Area Public Library District Friends Foundation
11000 Ruth Road
Huntley, IL 60142
Email: huntleylibraryfriends@gmail.com

Please include, when available:

- your name;
- the date of the transaction;
- the amount of the transaction;
- the event, purchase, or donation involved;
- your receipt or confirmation number; and
- a brief explanation of the request.

The Friends Foundation may request additional information when necessary to verify the transaction.

9. Processing of Approved Refunds

Approved refunds will generally be returned to the original payment method.

Refund processing typically takes **5–10 business days** after approval, although the time required for the funds to appear in an account may vary depending on PayPal, the payment processor, bank, or credit-card issuer.

10. Changes to This Policy

The Friends Foundation may update this Refund & Cancellation Policy from time to time. Any revised policy will be posted on this page with an updated effective date.

11. Contact Information

Questions regarding this Refund & Cancellation Policy may be directed to:

Huntley Area Public Library District Friends Foundation
11000 Ruth Road
Huntley, IL 60142
Email: huntleylibraryfriends@gmail.com