

ACT OF ONLINE DONATIONS MADE ON WWW.EVERYCHILD.MD.

Donations made by donors are not returnable. Unilateral withdrawal is not possible. The only exception are cases of fraud, when the donation shall be returned to the owner of the frauded card's owner.

everychild.md portal wishes to be a model through its functioning, that is why it adapts principles of transparency and responsibility. Thus, all parties involved in the functioning of the portal assume responsibility to follow those principles.

We assume responsibility:

- to respond, within reasonable time, to questions and information queries coming from donors, potential donors, or third parties;
- to make public information with as many details as reasonable, concerning our activity and the way we use donations;
- to ensure the right of the donors and potential donors to request information, within reasonable and well-intended limits.

PROCESS OF DONATIONS ADMINISTRATION

Collection of donations

- a) Donations, received through everychild.md portal, are collected with the goal to be oriented to the development of projects, as indicated by donors.
- b) Donations, received from donors through everychild.md portal, are collected through the company ECENTRU-COM S.A. – everychild.md's partner entitled with responsibilities to administrate the system of electronic payments, directing them to a unique account that is administrated by everychild.md.

Distribution of donations

The funds will be directed to the first account in Moldovan lei, indicated on the everychild.md registration page. The transfer shall be made within maximum term of 15 days since the amount is received (generally, in the beginning of the month). The term can be extended in the following conditions:

1. In case if the donations received by EveryChild do not exceed the amount of 1000 lei. In this event, the transfer of the amount shall be delayed until the following month. Not more than two consecutive transfer delays can be allowed.
2. In the event of force major or other justified cases, EveryChild can delay the funds transfer, upon making a notification in the "News" section of everychild.md portal.

Case of force major denotes emergency events or circumstances that one of the Parties was unable to foresee and prevent with all reasonable diligence, including, but not limited to natural calamities, wars, nationalization, expropriation, nuclear accidents or any other circumstances that cannot be reasonably controlled by one of the Parties.

Registration of donations

For each of the donations received through the everychild.md portal, EveryChild Moldova will send a copy of the bank operation note to the owner of the card from which the donation was made, either natural or legal entity, within 15 days since the moment the donation was received.

The original of the bank operation note shall be available at EveryChild Moldova address or can be sent in electronic, scanned format, via email, as the donor may request.

EveryChild Moldova will send, via land mail, to firms situated in the Republic of Moldova, a copy of the bank operation note, within 15 days since the moment the donation was received, using the data and address indicated while performing electronic donation.

Reporting donations

EveryChild Moldova will publish on everychild.md. portal monthly reports on donations, made through this portal. The report will contain the amounts received as donations, indicating the benefiting projects.

Client Support Service

EveryChild Moldova
75 M. Kogalniceanu St., of. 3, 7,
Chisinau, MD 2009
Republic of Moldova

Phone/fax: +373 22 238669, +373 22 925076

Contact person: Leahu Daniela, Fundraising Manager

Email: dleahu@everychild.md

Operating hours: Monday-Friday, 9.00 -17.30