

# How DonorSelect Protects Your Gift

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When you give through DonorSelect, you are not making a general donation and hoping for the best. You are making a designated gift with a specific destination — and a structured guarantee that it arrives.

This document explains exactly how that works, in plain language. No fine print, no surprises.

## Five things that are always true when you give through DonorSelect

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1

### **You choose exactly what your gift funds.**

Every item on a DonorSelect needs list is specific — a named need, a real recipient context, a stated price. You pick the item that matters to you. Your gift is designated for that item and nothing else.

2

### **Your money is held until your gift is delivered.**

When you complete your donation, the funds go to FoodFund Foundation — a registered 501(c)(3) nonprofit that acts as the financial clearinghouse for DonorSelect. FoodFund Foundation holds your designated funds in trust. The charity does not receive your money until fulfillment is confirmed.

3

### **You receive proof when your gift arrives.**

When the item is fulfilled, you receive a notification by email. It includes the charity's confirmation notes and, when provided, a delivery photo. You will know exactly what your gift became.

4

### **If your gift can't be delivered, you decide what happens next.**

If an item cannot be fulfilled as described, you will be notified and presented with three options: approve a proposed substitution, redirect your gift to another open item, or receive a full refund. Nothing changes without your consent.

## 5

### **Your donation is tax-deductible.**

Every gift made through DonorSelect is a designated donation to FoodFund Foundation, a registered 501(c)(3). You receive a receipt from FoodFund Foundation immediately after payment. Your full gift amount is tax-deductible to the extent permitted by law.

## **What happens after you give**

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### **Right away**

- You receive a donation receipt from FoodFund Foundation by email
- Your receipt includes the gift amount, the platform fee, the net disbursement amount, and the specific item and charity your gift is designated for
- The item on the public list is marked as funded
- Your funds are held by FoodFund Foundation — not yet released to the charity or vendor

### **Within 1–2 business days**

- If the item is fulfilled through DonorSelect's vendor network, the order is dispatched to a vetted vendor
- If the charity fulfills directly, they are notified that the item has been funded and fulfillment can begin

### **Within the fulfillment window**

- Standard window: 30 days from your donation date
- Vendor-fulfilled items: typically 5 business days
- You will be notified when fulfillment is confirmed — you do not need to follow up or track anything
- If there is a delay, you will be notified proactively with a status update

## **The institution behind the guarantee**

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FoodFund Foundation is a registered 501(c)(3) nonprofit that operates as the financial clearinghouse for all donations made through DonorSelect. It is not a payment processor — it is an institutional guarantor.

FoodFund Foundation holds your designated funds in trust until fulfillment is confirmed, then disburses to the appropriate beneficiary — the charity, the fulfillment vendor, or a directly designated organization. If a charity loses its verified status while your item is unfulfilled, FoodFund Foundation does not disburse, and you are notified within 24 hours and offered a full refund.

FoodFund Foundation issues your tax receipt. It is the entity of record for your charitable contribution.

FoodFund Foundation — registered 501(c)(3)

EIN: [TO BE INSERTED UPON REGISTRATION]

All donations made through DonorSelect are designated gifts to FoodFund Foundation on behalf of a verified beneficiary.

No goods or services are provided to donors in exchange for their contributions.

## If something doesn't go as expected

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### **If your item isn't fulfilled within 30 days**

You will receive an automatic notification at day 30. You can wait for fulfillment, redirect your gift to another open item on the same list, or request a full refund. You choose — no one chooses for you.

### **If the charity proposes a substitution**

You will be notified with a description of the substitute item before anything changes. You may approve it, redirect your gift, or request a refund. No substitution happens without your consent.

### **If you change your mind**

You may request a full refund any time before fulfillment is confirmed. Log in to your DonorSelect account or contact donor support. Refunds are processed within 2 business days.

### **If a charity loses its verified status**

If the charity associated with your funded item is suspended or loses its verification while your item is unfulfilled, you will be notified within 24 hours and offered a full automatic refund.

Donor support: [support@donorselect.org]

Refund requests: include your gift reference number from your receipt

Privacy concerns regarding recipient information: [privacy@donorselect.org]

Questions about FoodFund Foundation: [foundation@donorselect.org]

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*For complete platform policies, verification standards, fulfillment rules, and fee disclosure, download the DonorSelect Platform Trust & Policy Guide at [donorselect.org/trust](https://donorselect.org/trust).*