

Terms and Conditions

Donation Terms & Conditions

Methodist Welfare Services (referred to as “us” or “we”) is a charity registered in Singapore (registration no. 00166) and an Institute of a Public Character (registration no. IPC000360). We operate the website www.mws.sg (the “Website”). These are the Terms and Conditions which govern each use you make of the donation services provided through the Website.

These Terms and Conditions apply separately to each single donation that you make. Except as provided for in section 6, ‘Regular Donations’, and unless specified by you, they do not form a contract allowing for future or successive transactions to be set up. By confirming on the Website that you wish to make a donation you agree to be bound by these Terms and Conditions for that donation.

(1) The Donation Service

We will honour your giving and generosity by using your donation effectively and we endeavour to channel your donation to a charitable cause of your interest. Each item that is required from the programme is representative of the needs of that programme and all donations will be used to provide assistance and meet needs as reflected on this page. In rare occasions where the total donation received for the selected programme of your choice exceeds what is needed, we reserve the right to redirect your donation to other programmes as listed on this page with other critical needs.

Once you confirm to us through the Website that you wish to proceed with your donation your transaction will be processed through our payment services provider, AsiaPay. By confirming that you wish to proceed with your donation you authorise AsiaPay to request funds from your credit or debit card provider. AsiaPay will only process your donation in Singapore dollars.

(2) Tax Exemption

We are an approved Institution of a Public Character (IPC) and are authorised to receive tax-deductible donations.

Individual donors do not need to claim tax deductions for donations in income tax form if you have provided us with your NRIC No. or FIN No. at the point of donation. We will provide the donation details to Inland Revenue Authority of Singapore and the donation deductions will be included automatically in the your tax assessment.

If you are making a corporate donation or a donation on behalf of someone else, and would like the tax exemption to go to them, please write in to us at finance@mws.sg with the organisation’s name and registration number, or person’s full name and NRIC within three working days from the date of your donation.

(3) Information From You

Before we can process a donation you must provide us with (i) your name, NRIC, tax exemption preferences, and contact details such as address and email address; and our payment provider AsiaPay with (ii) details of the credit or debit card that you wish to use to fund the donation. We will use this information to process your donation. It is your responsibility to ensure you have provided us with the correct information.

You should ensure that you are aware of and understand AsiaPay's terms and conditions, which are different from our own, to ensure that you are comfortable with how they will process your personal data before you make a donation.

We shall not share your personal details with any other third party other than is set out in the MWS PDPA Policy. The MWS PDPA Policy forms part of these Donation Terms and Conditions 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 PDPA Policy.

We will provide you with access to a secure, password-protected electronic donation account accessible through the Website.

(4) Unauthorised 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 will refund the donation where we have investigated and are satisfied that the donation was unauthorised by you and that you (or anyone authorised by you) have not acted fraudulently, with intent, or very carelessly.

(5) Refund Policy

All donations are non-refundable.

But if you have made an error in your donation, please notify your card provider immediately. We will consider authorising a refund in exceptional circumstances, but reserve the right to apply a fee for the refund before a refund is effected. Please contact us either by email at finance@mws.sg, by phone at +65 6478 4700 or by post at Methodist Welfare Services, 70 Barker Road #05-01 Singapore 309936 within 3 working days from the date of your donation.

(6) Regular Donations

These Donation Terms and Conditions will only apply to successive donations made through the Website where you have set up a regular donation. When you set up a regular donation you will be scheduling a series of donations to be made on the day of the month that you choose until further notice. You agree that these Terms and Conditions will apply to each of the donations in that series.

By confirming that you wish to proceed with a regular donation you authorise our payment service provider AsiaPay to request funds from your credit or debit card on the day of each month that you have stipulated through your application on the Website.

To cancel your regular donation please contact us at finance@mws.sg.

(7) Links To Other Sites

We may provide links to other websites from our website. This should not be seen as an endorsement, approval or agreement with the contents on those sites.

(8) Disclaimer

The Website is provided on an "as is" and "as available" basis without warranties of any kind, either express or implied, statutory or otherwise. Use of the Website is solely at your own risk.

To the fullest extent permitted by law, we do not warrant and we disclaim any and all other warranties, whether express or implied, including but not limited to:

(a) the accuracy, correctness, reliability, timeliness, non-infringement, title, merchantability or fitness for any particular purpose of the Website or part thereof, including hyperlinks to or services from other parties; and/or

(b) that the Website will be uninterrupted or error-free, or that defects will be correct or that it is and will be free of all viruses and/or harmful elements.

(9) Limitation Of Liability

We shall not be liable in any effect to you for failure of any service or any damage or loss of any kind in connection with the use of the Website in connection with access to, use of, denial of access or restricted access to, modification, suspension and/or discontinuation of the Website.

Without prejudice to the generality of the foregoing, we shall not be liable for any defect, default, deficiency or malfunction in any device, computer, internet service provider or telecommunication system or network, viruses or other malicious software or denial of service attacks that may affect the use of the Website.

You agree that the use of the Website is conditioned on your waiver of any right to sue MWS for damages and/or losses related to the use of the Website.

(10) General

We reserve the right to amend these Terms and Conditions at any time. No failure on our part to exercise and no delay by us in exercising any right or power under these Terms and Conditions shall operate as a waiver thereof.

(11) Invalidity

If any provision in these Terms and Conditions shall be held to be illegal, invalid or unenforceable, in whole or in part, under any enactment or rule of law, such provision or part shall to that extent be deemed not to form part of these Terms and Conditions, but the legality, validity and enforceability of the remainder of these Terms and Conditions shall not be affected.

(12) Contracts (Rights Of Third Parties) (Cap. 53B)

A person who is not a party to these Terms and Conditions has no rights under the Contracts (Rights of Third Parties) (Cap. 53B) to enforce any of these Terms and Conditions.

(13) Governing Law

These Terms and Conditions shall be governed by and construed in accordance with Singapore law.