Donate Help

Our team is experiencing a backlog in donor inquiries. Please expect a delay of up to 5 business days to respond to your inquiry.

If you are a current donor, you can use the self-service option to log into your donor portal. You can see receipts and make changes to your monthly gift. To access your log in page, refer to your link in a recent donation email.
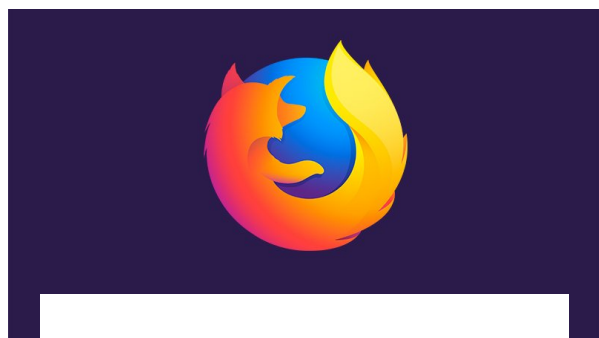
If you need help with a donation (https://foundation.mozilla.org/donate/help/?form=donate) to the Mozilla Foundation, please select the reason for your inquiry from the drop down and a donor care representative will get back to you as soon as possible.

Contact us

Select the type of support request ⌄

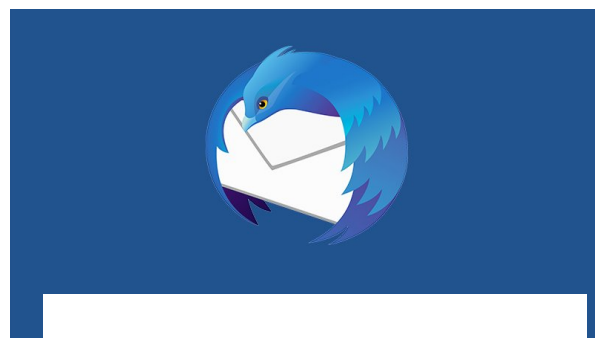## Quick Links

Firefox

Web browser for Windows, Mac and Linux

Firefox support (https://support.mozilla.org /questions/firefox)

Thunderbird

Email software for Windows, Mac and Linux

Thunderbrid support (https://blog.thunderbird.net /2022/10/need-help-with- thunderbird-heres-how-to- get-support/)

Mozilla Foundation

Shaping the future of the web for the public good

What we do (https://foundation.mozilla.org /what-we-do/)

Frequently Asked Questions

Below are the most frequently asked questions about donating to the Mozilla Foundation.

What are the ways I can donate? ⊕

How do I cancel or change my recurring donation? Can I change my payment method or my donation frequency? ⊕

How does Mozilla ensure my personal information is protected? ⊕

Why do you need my address in order to process a donation? ⊖

We understand that your privacy is very important. We ask for a minimum amount of information required to process donations, including billing addresses. To prevent fraudulent charges we do use addresses in our internal review process. We keep your information private — if you have questions, please refer to our Privacy Policy (https://www.mozilla.org/privacy/websites/). If you would rather not fill in your information on our online donation form, you can mail a check or money order.

Is my donation secure? ⊕

Can I request a refund? ⊖

Your donation may be eligible for a refund. You must contact us within 15 days after the date of the donation. If you believe this donation was made without your authorization, please contact us immediately.

Donations made via ACH or SEPA direct debit are ineligible for refunds. Due to the nature of these transactions our policy prioritizes minimizing refund fraud. We sincerely appreciate your understanding. If you have any further questions, please contact us.

Where do I send a check? ⊕

Is my donation tax deductible? ⊕

What are your transaction costs on donations? ⊕

Are there additional fees on my donation? ⊕

Can I donate cryptocurrencies? ⊕

How will my donation be used? ⊕

Don't Mozilla products, like Firefox, earn income? ⊕

Does my donation give me access to tech support? ⊕

Can I donate specifically to support the Thunderbird project? ⊕

Who can I email directly with questions about donating? ⊕

⭐ Ready to donate? Donate now. (https://foundation.mozilla.org/donate/help/?form=donate)