

HOW DO I REQUEST A REFUND?

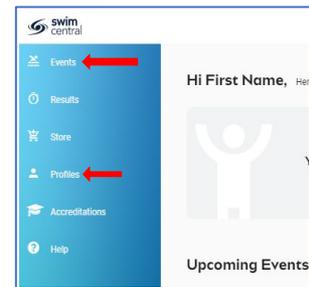
This help guide is for **Individual or Parent/Principal members** to request refunds for completed purchase transactions made via Swim Central.

Swim Central allows members to request refunds from completed transactions directly to the Club from which the purchase was made. Each club will then decide if they wish to refund a member's purchase. It is not compulsory for clubs to refund purchases and any refunded purchase amounts will not include any card or system fees paid.

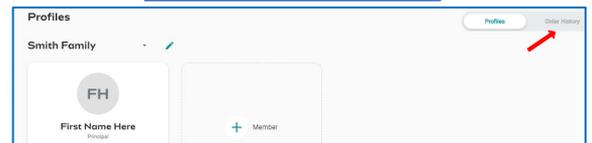
Members will only be able to initiate a refund request on products that have been setup to allow refunds (i.e. the 'Refund Allowed' toggle has been used).

1. If you are the Parent / Individual member, **Login** to Swim Central.

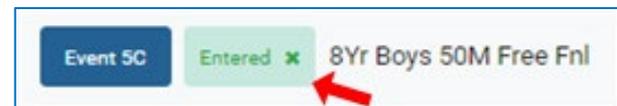
2. Select **Profiles or Events** from the left-hand navigation panel of your dashboard.



3. If you selected Profiles above, click on **Order History** and (go to step 5)

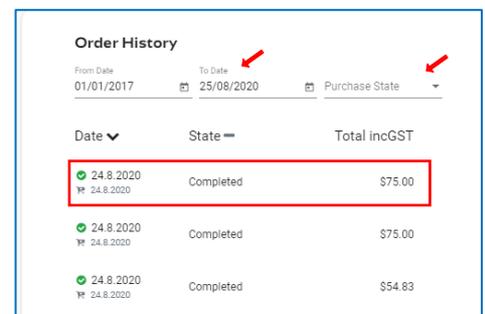


4. If you selected Events above, locate the **Meet, Swimmer and Event** you want refunded and click on Entered Button



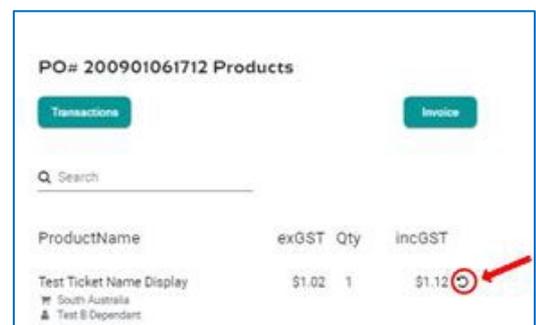
From the Order History page, you will see a comprehensive list of all purchases made by you for you or your family within Swim Central. You have the option to filter the list by the date range or purchase status (All, Payment Pending, Approval Pending, Completed)

5. Select the purchase which you would like to request the refund for on the left and the details of the purchase will appear on the right.



Date	State	Total incGST
24.8.2020 24.8.2020	Completed	\$75.00
24.8.2020 24.8.2020	Completed	\$75.00
24.8.2020 24.8.2020	Completed	\$54.83

6. Click the return/refund arrow next to the product you are requesting. This request will then be sent to the Club that you purchased the product from for approval.



ProductName	exGST	Qty	incGST
Test Ticket Name Display South Australia Test & Dependent	\$1.02	1	\$1.12

The following icons will display as the refund progresses:

- The question icon  means the refund is pending.
- The green tick icon  means the refund has been approved by the Club and is awaiting refund transaction processing.
- The green dollar icon  means the refund has been processed and the money will be returned onto the card the purchase was made with.
- This red x icon  means the refund has been declined.

E. A pending event refund will also show as:

