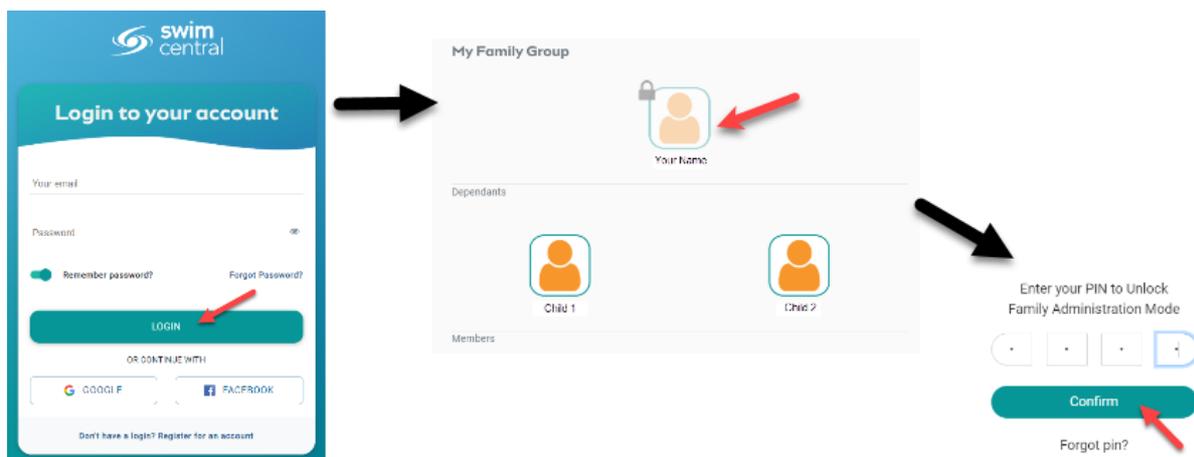


HOW DO I REQUEST A REFUND?

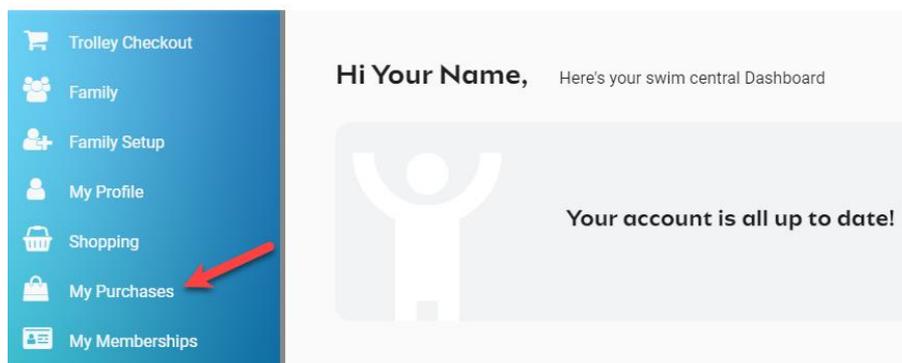
Swim Central allows members to request refunds from completed transactions directly to Club from which the purchase was made. This help guide is for **Individual or Parent/Principal members** to request refunds for completed purchase transactions made via Swim Central.

If you are an individual member not attached to a family group buying a membership for yourself, **Login** and go directly to **My Purchases** from your personal dashboard.

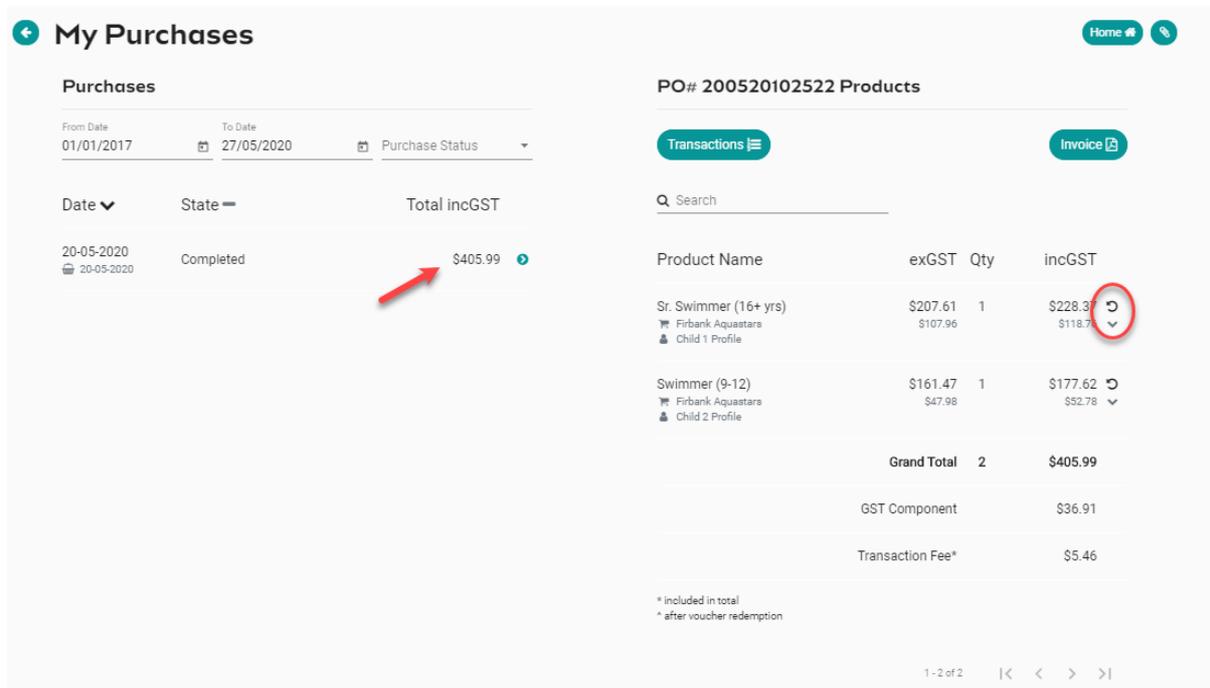
If you are a Parent/Principal of a family group buying a membership for a child/dependant, **Login** and impersonate the member of your family who you wish to purchase the product for. You will need to **Unlock** your family group (by clicking on the lock icon at the top right of the screen and entering your family PIN) and then click on the correct name to impersonate the member.



Select **My Purchases** from your left-hand navigation panel on your personal dashboard.



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



My Purchases

Purchases

From Date: 01/01/2017 To Date: 27/05/2020 Purchase Status: [dropdown]

Date	State	Total incGST
20-05-2020 20-05-2020	Completed	\$405.99

PO# 200520102522 Products

Transactions [icon] Invoice [icon]

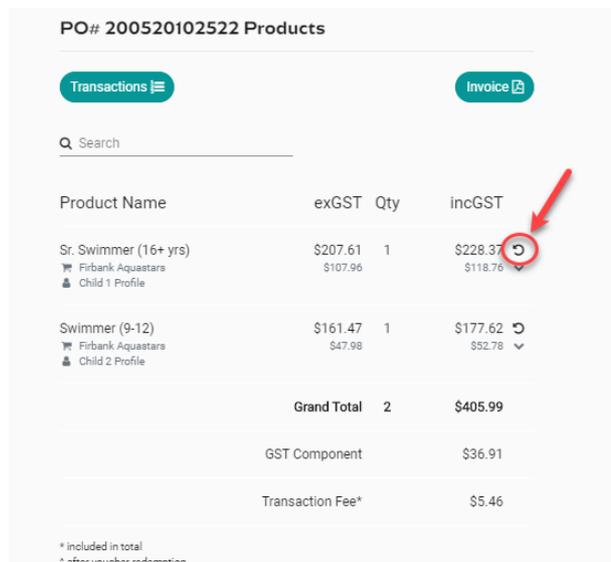
Search [input]

Product Name	exGST	Qty	incGST
Sr. Swimmer (16+ yrs) Firbank Aquastars Child 1 Profile	\$207.61 \$107.96	1	\$228.37 \$118.76
Swimmer (9-12) Firbank Aquastars Child 2 Profile	\$161.47 \$47.98	1	\$177.62 \$52.78
Grand Total	2		\$405.99
GST Component			\$36.91
Transaction Fee*			\$5.46

* included in total
* after voucher redemption

1 - 2 of 2 |< < > >|

Click the refund icon  next to the product you are requesting a refund for to initiate the refund request.



PO# 200520102522 Products

Transactions [icon] Invoice [icon]

Search [input]

Product Name	exGST	Qty	incGST
Sr. Swimmer (16+ yrs) Firbank Aquastars Child 1 Profile	\$207.61 \$107.96	1	\$228.37 \$118.76
Swimmer (9-12) Firbank Aquastars Child 2 Profile	\$161.47 \$47.98	1	\$177.62 \$52.78
Grand Total	2		\$405.99
GST Component			\$36.91
Transaction Fee*			\$5.46

* included in total
* after voucher redemption

This request will then be sent to the Club that you purchased the product from for approval.

The icons next to the line item in the invoice will display the progress of the refund request.

- A. This icon means the refund is pending. The refund request has been sent to the Club that sold the product to you and is awaiting approval.

Product Name	exGST	Qty	incGST
Junior National/Performance Squad (15 and under)	\$143.36	1	\$149.31
MLC Aquatic	\$78.66		\$78.66
Sarah Blackman			

- B. This icon means the refund has been approved by the selling Club and is awaiting refund transaction processing.

Product Name	exGST	Qty	incGST
Junior National/Performance Squad (15 and under)	\$143.36	1	\$149.31
MLC Aquatic	\$78.66		\$78.66
Sarah Blackman			

- C. This icon means the refund has been processed and the money will be returned onto the card the purchase was made with.

Product Name	exGST	Qty	incGST
Junior Competitive Swimmer (15 years and under)	\$80.01	1	\$86.74
Bellarat GGO Swimming Club Inc	\$12.18		\$12.18
Christopher Blackman			

- D. This icon means the refund has been declined.

Product Name	exGST	Qty	incGST
Junior Recreational Swimmer (15 years and under)	\$144.14	1	\$154.17
Altona Swimming Club	\$44.29		\$44.29
Sarah Blackman			