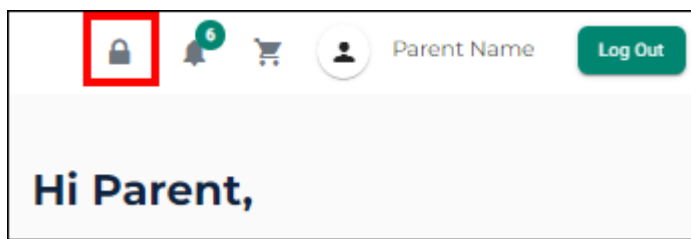


HOW TO REQUEST A REFUND FOR A MEET ENTRY

Members can initiate a refund request prior to the start of the event. Once a refund request has been initiated for a meet nomination it will remove the entry from the meet and can only be cancelled by contacting your Branch administrator.

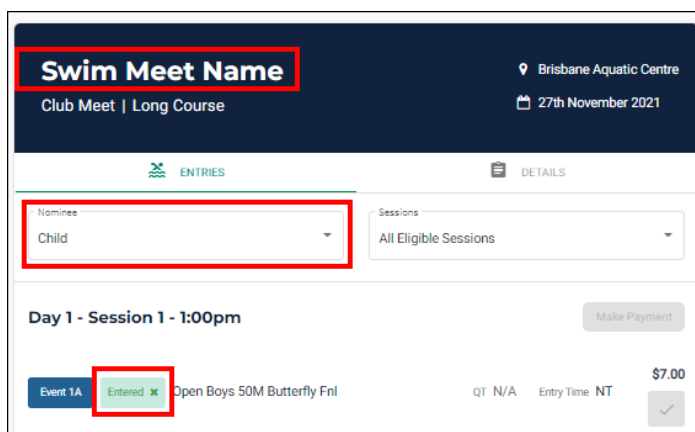
It is recommended that you check the Host Club's refund policy as requests may be declined.

- 1) Login to Swim Central (select padlock at the top right corner/enter your PIN if required)



- 2) Locate the meet, swimmer, and event you wish to request a refund for.

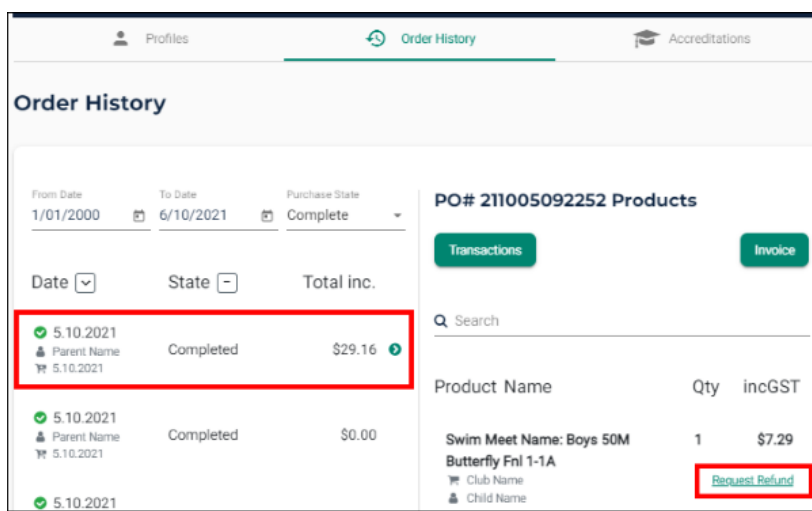
- 3) Select the 'Entered' button and you will be taken to the relevant purchase order under Order History



- 4) Confirm you have the correct purchase order for the event with the details of the purchase order showing on the righthand side screen.

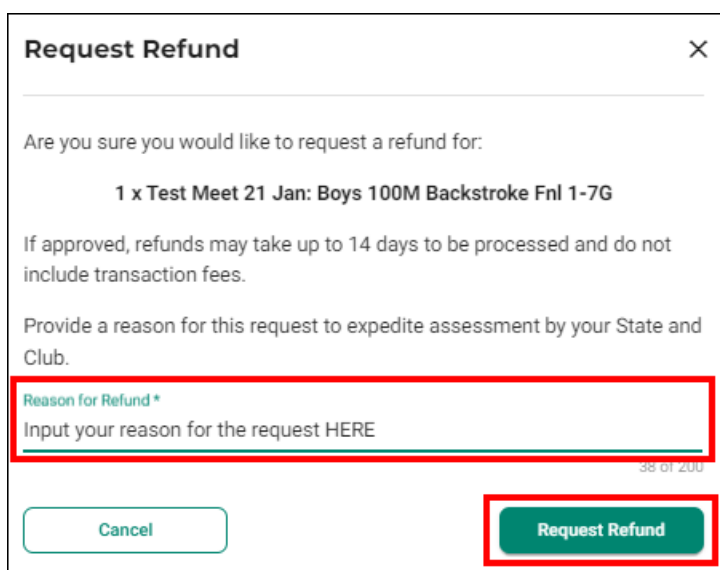
HOW TO REQUEST A REFUND FOR A MEET ENTRY

5) Select refund next to the event that you would like to request a refund for.



6) A pop-up screen will display, input the reason for the request, confirm the details then select 'Continue'

Please ensure a valid reason for the refund is completed. If not provided your request may be declined



HOW TO REQUEST A REFUND FOR A MEET ENTRY

7) The request will be sent to the Host Club for approval.

8) A 'Refund Pending' status will display next to the event.

Event 3A	Refund Pending	Open Boys 50M Backstroke Fnl	QT N/A	Entry Time NT	\$7.00
					<input checked="" type="checkbox"/>

9) Approved requests may take up to 14 days to be processed and transaction fees will not be included in the final refund amount.

10) The progress of the refund request will display on the purchase order.

Product Name	Qty	incGST	
State SC Championships: Mens 100M Butterfly Prelim 10-210 🏠 South Australia 👤 Child Name	1	\$19.99	Refund Approved
State SC Championships: Mens 200M Backstroke Prelim 10-202 🏠 South Australia 👤 Child Name	1	\$19.99	Refund Declined
State SC Championships: Mens 200M Medley Prelim 10-214 🏠 South Australia 👤 Child Name	1	\$19.99	Refund Pending
State SC Championships: Mens 50M Breaststroke Prelim 10-206 🏠 South Australia 👤 Child Name	4	\$19.99	Refunded