

## How does a member request a refund for a membership product?

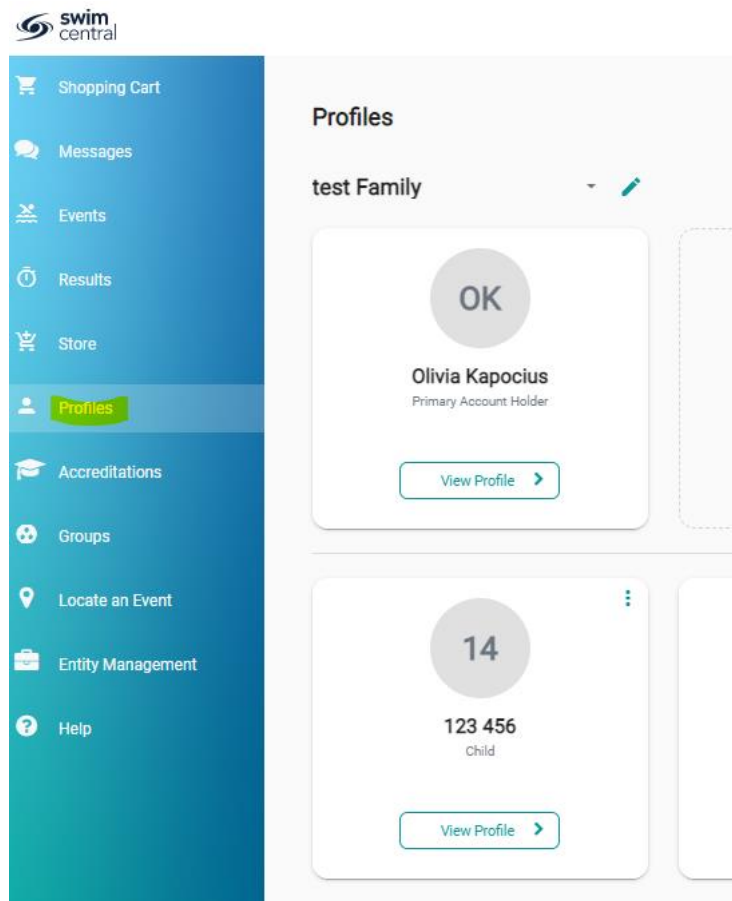
A member's ability to request a refund for a membership product will depend on whether the club and higher entities (levels) have enabled refund requests to be allowed for the product.

The decision of approval for refund at State level will be determined by the [SNSW Refund Policy](#).

(Please note: this process does not apply for transfers. Please refer to our specific guide on [Transferring Clubs](#)).

Log-in to Swim Central <https://swimcentral.swimming.org.au/>. If you are a part of a family group, you will be required to enter your family PIN.

You will need to access *Profiles*



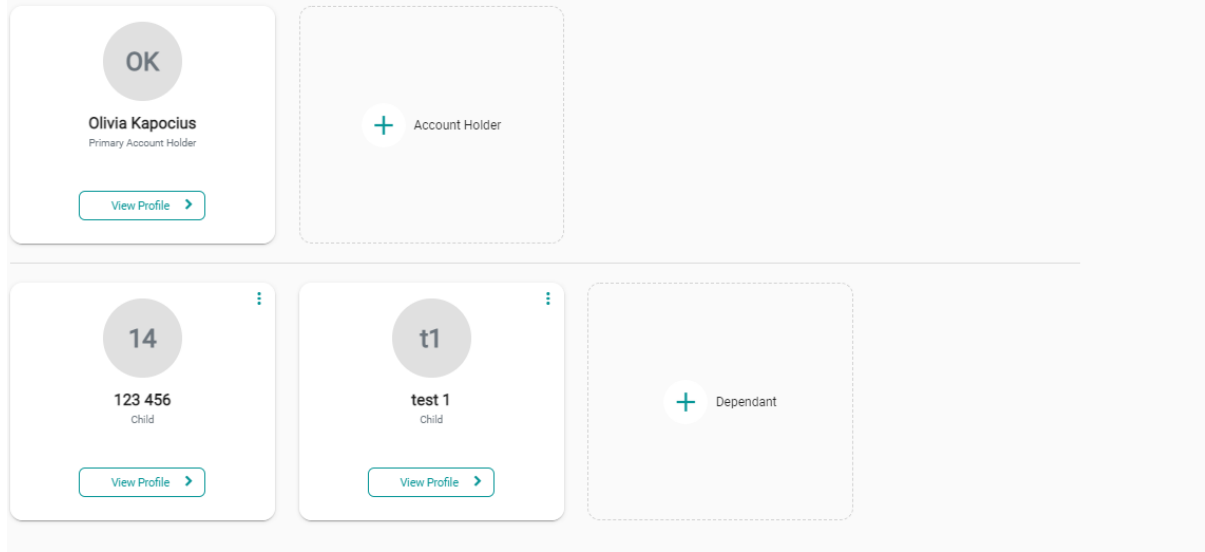
Click on *Order History*

Profiles

Profiles

Order History

test Family



The profile section shows three cards for the 'test Family'. The first card is for Olivia Kapocius, Primary Account Holder, with a 'View Profile' button. The second card is for test 1, Child, also with a 'View Profile' button. The third card is for a Dependant. There are also empty slots for 'Account Holder' and another 'Dependant'.

A list of all your purchases will be on the left-hand side of the screen.

Profiles

Profiles

Order History

Order History

From Date: 01/01/2017 To Date: 15/01/2021 Purchase State: ▼

Date	State	Total inc.
16.3.2020 Olivia Kapocius 16.3.2020	Completed	\$15.83
8.8.2019 Olivia Kapocius 8.8.2019	Completed	\$125.87
8.8.2019 Olivia Kapocius 8.8.2019	Cancelled	\$0.00

1 - 3 of 3 | < > >> <<

Order History

Select an order to view more information, generate an invoice, make a payment or cancel an unpaid order.

Click on the purchase to view further info, including who the membership product is for.

Order History

From Date: 01/01/2017 To Date: 15/01/2021 Purchase State: [dropdown]

Date	State	Total inc.
16.3.2020 Olivia Kapocius 16.3.2020	Completed	\$15.83
8.8.2019 Olivia Kapocius 8.8.2019	Completed	\$125.87
8.8.2019 Olivia Kapocius 8.8.2019	Cancelled	\$0.00

1 - 3 of 3 |< < > >|

PO# 190807225355 Products

Transactions

Invoice

Search

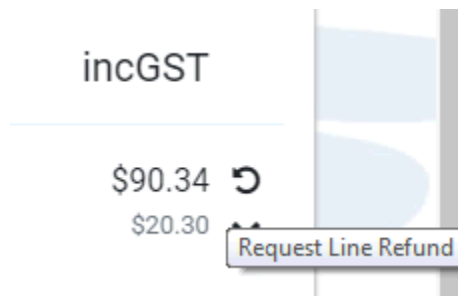
ProductName	exGST	Qty	incGST
Swimming NSW Test Club Olivia Kapocius	\$114.42 \$50.75	1	\$125.87 \$55.83
Swimming Australia Olivia Kapocius	\$24.92	1	\$27.41
New South Wales Olivia Kapocius	\$38.75	1	\$42.63
Swimming NSW Olivia Kapocius	\$0.00	1	\$0.00
<b>Grand Total</b>		<b>1</b>	<b>\$125.87</b>
<b>GST Component</b>			<b>\$11.45</b>

\* included in total  
\* after voucher redemption

If a refund is available for the product, a backwards arrow icon will appear, as below.

Product Name	exGST	Qty	incGST
New Swimmer	\$82.12	1	\$90.34 ↻
Swimming NSW Test Club	\$18.45		\$20.30 ▼
Oliver Test			

Click on this icon to 'Request Line Refund'.



Click 'Continue' if you wish to go ahead with the refund request

### Request Line Refund ✕

Are you sure you would like to request a refund on this line?

1 x New Swimmer

**Note:** If the requested product was purchased as part of a bundle, the entire bundle purchase must be reversed.

Approved requests may take up to 14 days to be processed.

Transaction fees may not be included in the final refund amount.

✕ Cancel
Continue ✓

The refund button will now have changed to a blue question mark, indicating that the refund is pending approval.

New Swimmer	\$82.12	1	\$90.34	?
<ul style="list-style-type: none"> <li><span style="font-size: 0.8em;">🛒</span> Swimming NSW Test Club</li> <li><span style="font-size: 0.8em;">👤</span> Oliver Test</li> </ul>	\$18.45		\$20.30	▼

Your club and the higher entities (region, state, national) now must approve their components of the membership fee. You will be refunded these within 14 days, providing they are approved. Decision for approval of your refund at State level is based on the [Swimming NSW Refund Policy](#).

To see a breakdown of fees per entity, click on the black down pointing arrow.



Product Name	exGST	Qty	incGST
New Swimmer Swimming NSW Test Club Oliver Test	\$82.12 \$18.45	1	\$90.34 \$20.30
Swimmer New South Wales Oliver Test	\$38.75	1	\$42.63
Swimmer Swimming Australia Oliver Test	\$24.92	1	\$27.41
Swimmer Swimming NSW Oliver Test	\$0.00	1	\$0.00
<b>Grand Total</b>		<b>1</b>	<b>\$90.34</b>
GST Component			\$8.22
SAL Surcharge*			\$0.84
Transaction Fee*			\$1.21

**Please note:** You may need to contact your club, region & state to notify them of your refund request.