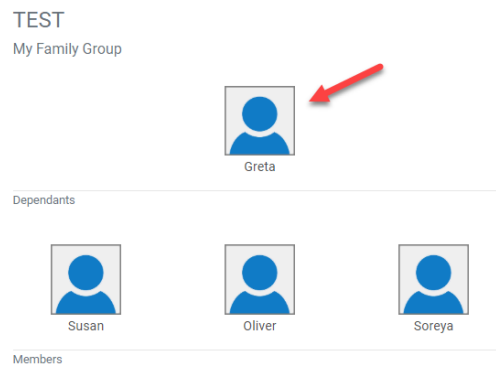


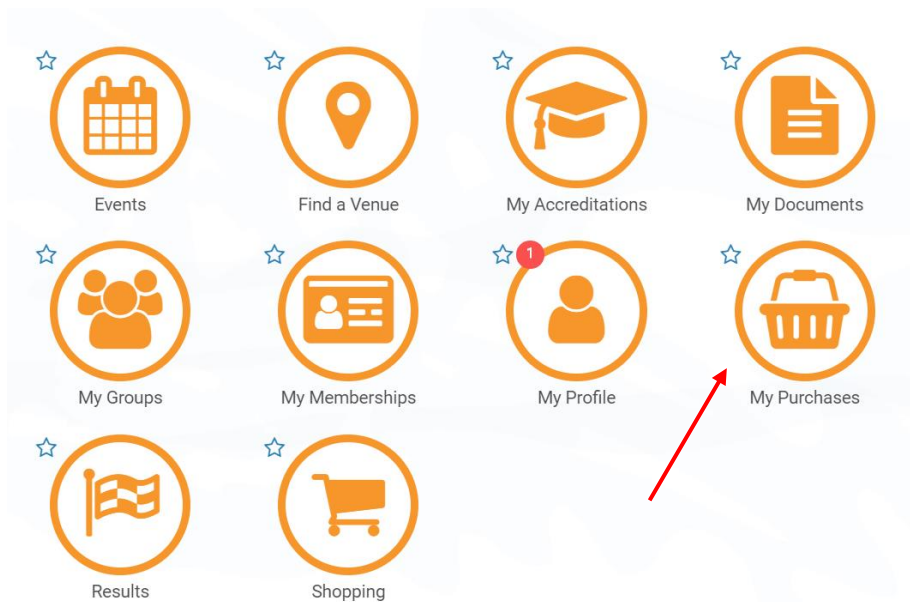
How to request a refund for a meet entry?

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.

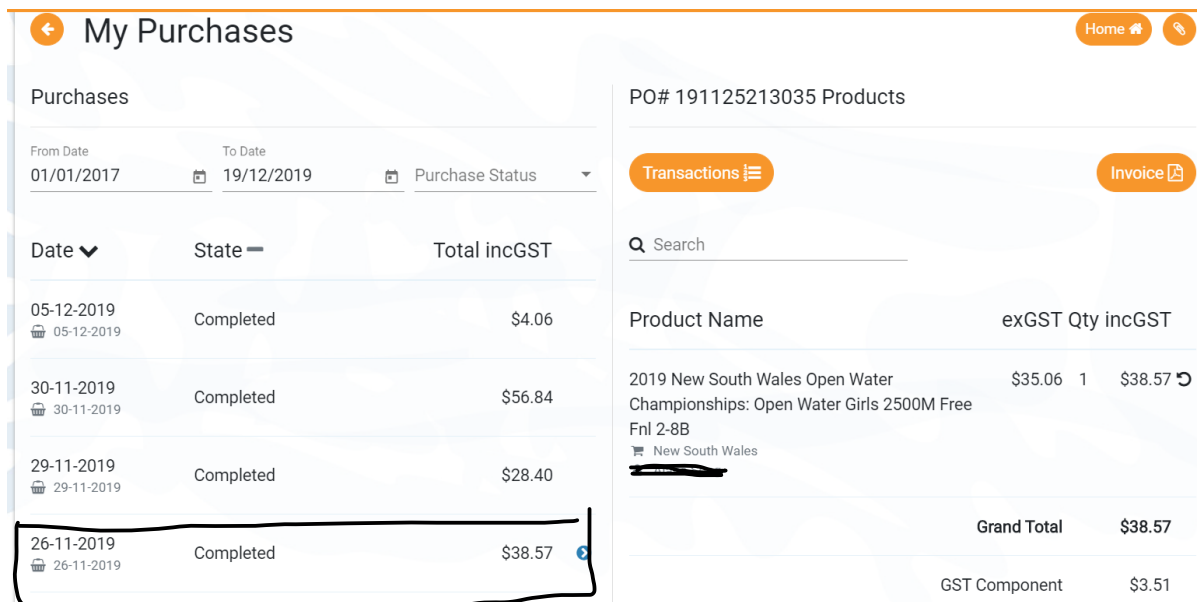
You will need to access the primary member (parent/guardian's) profile, as the purchase would have been made from their profile. Click on their name.



Click on *My Purchases*



In 'My Purchases' find the relevant purchase for the event. Click on the purchase on the left hand side to reveal further details about the purchase which will show on the right-hand side.



My Purchases

Purchases

From Date: 01/01/2017 To Date: 19/12/2019 Purchase Status: ▾

Date	State	Total incGST
05-12-2019	Completed	\$4.06
30-11-2019	Completed	\$56.84
29-11-2019	Completed	\$28.40
26-11-2019	Completed	\$38.57

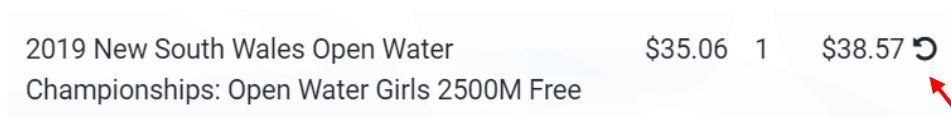
PO# 191125213035 Products

Transactions Invoice

Search

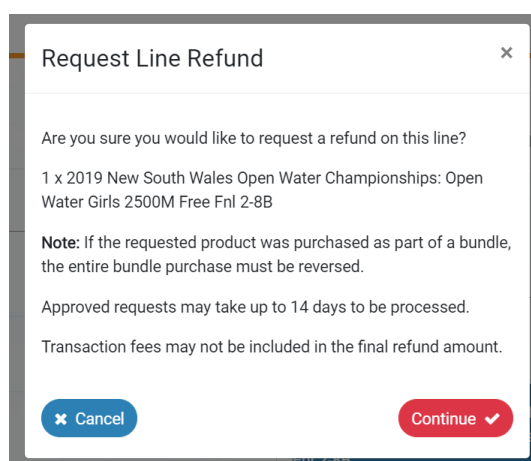
Product Name	exGST	Qty	incGST
2019 New South Wales Open Water Championships: Open Water Girls 2500M Free Fnl 2-8B	\$35.06	1	\$38.57
Grand Total			\$38.57
GST Component			\$3.51

To the right of the total cost, will be a backwards arrow (as shown below). If you hover over the button it will say 'request line refund'. **Click the backwards arrow.**



2019 New South Wales Open Water Championships: Open Water Girls 2500M Free \$35.06 1 \$38.57 ↶

On the pop up, click **Continue**.



Request Line Refund

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

1 x 2019 New South Wales Open Water Championships: Open Water Girls 2500M Free Fnl 2-8B

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.

Your refund will be reviewed and approved by the club/state.