

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

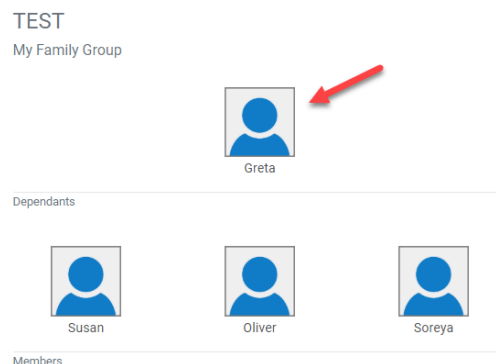
A member's ability to request a refund for a membership product will depend on whether the club and higher entities (levels) have enabled refund requests to be allowed for the product.

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

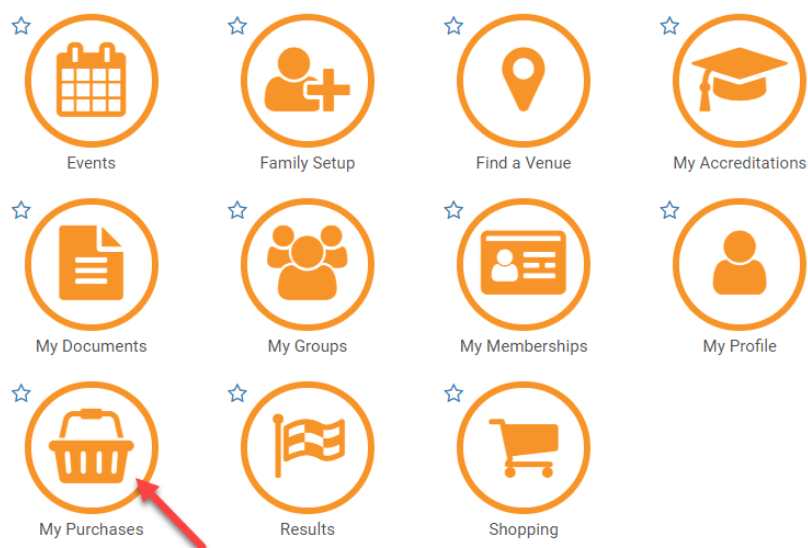
(Please note: this process does not apply for transfers. Please refer to our specific guide on [Transferring Clubs](#)).

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 the primary member (independents) profile, as the purchase would have been made from their profile. Click on their name.



Click on *My Purchases*



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

← My Purchases

Home 🏠 🔍

Purchases

From Date: 01/01/2017 To Date: 21/05/2019 Purchase Status: All

Date ▼	State ▾	Total incGST
13-05-2019	Completed	\$157.33
13-05-2019	Completed	\$100.49
09-05-2019	Completed	\$90.34

Purchase History

Select a purchase 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.

PO# 190509001639 Products

Transactions 📄 Invoice 📄

Search

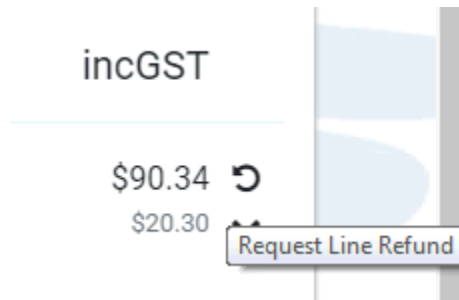
🔍 Search

Product Name	exGST	Qty	incGST
New Swimmer	\$82.12	1	\$90.34 ↻
🛒 Swimming NSW Test Club	\$18.45		\$20.30 ▾
👤 Oliver Test			
Grand Total		1	\$90.34
GST Component			\$8.22
SAL Surcharge*			\$0.84
Transaction Fee*			\$1.21

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 ?
🛒 Swimming NSW Test Club 👤 Oliver Test	\$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
Grand Total		1	\$90.34
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.