How do I set my Refund Period?

13/06/2025 1:45 pm AEST

Overview

Your organisation's Refund Period determines the number of days after an online transaction is processed that your organisation can issue a refund for it. This can be set as between 1 to 365 days.

Note: If left blank, your refund period will default to 30 days

Step-by-Step

Step 1: Open your Financial Settings

In your left-hand menu, open the Finances menu, then click FINANCIAL SETTINGS

Dashboard	Detai	Is <u>Edit</u> C	Contacts <u>Edit</u>	
My Organisation NEW 👻	165 Crer	morne Street P	resident (Primary Contact)	Administrator
(\$) Finances	VIC, AU 039000 sophied	STRALIA, 3121 D: 1000 (Phone) 0- Demail.com di	arryl Monk 400300200 <mark>az@email.com</mark>	Sophie Jones 0400100000 <u>sophie@email.com</u>
Manage Finances	Add/Edit Logo			
Financial Settings				
Hembers *				
🖓 Competitions 🔹	Stats Configure			
💭 Clubs 🔹	Members	Players by Gender	Players by Gender	Players
🗭 Teams 🔹	1.0		1.0	1.0
	0.8		0.8	0.8
Communications	0.6		0.6	0.6
Registrations 🔹	0.4		0.4	0.4
🚰 Courses 🔻	0.2		0.2	0.2 (?)
	0.0		0.0	0.0
28 27 🚊 😨	May 12		May 12	May 12
Members Teams Clubs Comps				-

Step 2: Toggle over to the Refund Period tab

Select the **REFUND PERIOD** tab

Financial Settings	3 0	
Financial Configuration	Refund Period	

Step 3: Set your Refund Period

In the Refund Period (Days) field, set your Refund Period, then click UPDATE

nancial Settings 🛛	
nancial Configuration 🥥 Refund Period	
Refund Period	
This determines the number of organisation wishes to allow (m	days after an online transaction your organisation can issue a refund for an order. Input the amount of days your aximum of 365 days).
To modify, change the details in the boxes	below. When you have finished, press the 'Update' button. Iled in
Refund Period (Days)*	365
Update	

Watch

Your browser does not support HTML5 video.