Return an Order from a Users Account

Last Modified on 06/12/2025 3:13 pm EDT

Organization Campaign and Volunteer Admins can return items from a user's checkout (cart) either prior to or after payment is received.

Note: To return a Ticket purchase, visit Return a Ticket Order.

Watch a Video

Return Items from Checkout

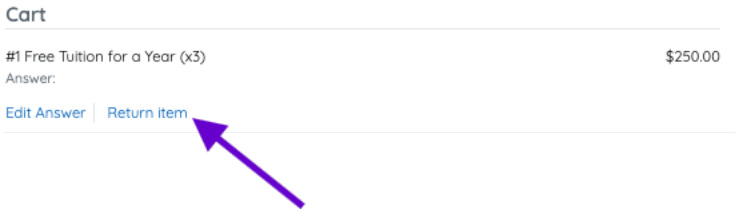
Return Items won or purchased from a user's cart while reviewing their orders from Checkout if needed. Ticket purchases must be removed from the Admin Navigation, select Tickets > Ticket Orders.

NOTE: Returns issued at checkout are lost revenue for the organization and impact the funds raised. Have one person designated to handle authorizing any returns.

Return an item from the **Checkout** page. Items can be removed before or after payment.

Return an item before payment:

1. From the **Admin Navigation,** select **Users** > **Checkout**
2. Locate the user.
3. Click **Begin Checkout**.
4. Locate the item.
5. Click **Return Item.**

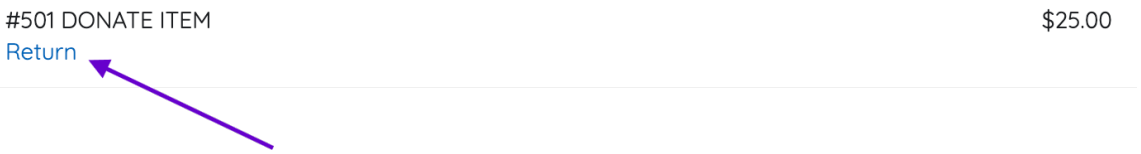


Return an item after payment:

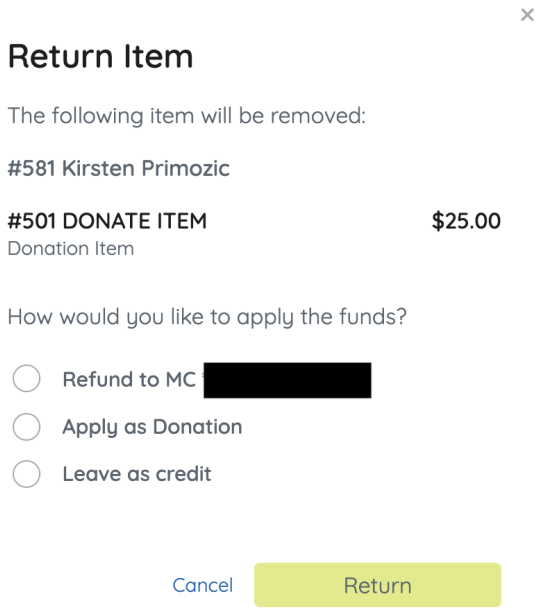
Applicable for items paid by credit card.

1. From the **Admin Navigation,** select **Users** > **Checkout**
2. Locate the user.
3. Click **Begin Checkout** or **View Order History**.
4. Locate the item.

5. Click **Return.**



6. Select from the available options to complete the return.



Return Options

Decide what you would like to do with the payment before returning the item.

Leave as Credit

Item is returned. Payments remain on the user's account and can be applied to future purchases.

Refund to Card

Item is returned. The payment is fully refunded to the card used for the item payment. SeeIssue a Refund to a User for more.

IMPORTANT: Refunds generally appear on the purchaser's card statement within 5 to 7 business days.

Please note that **credit card processing fees are not reimbursed to the organization during a refund**. However, if the purchaser chose to cover these fees at the time of purchase, the refund will include the full purchase amount plus the fees paid.

Apply as Donation

Item is returned. The full payment is added to a Donate Item and the user's account.

> **Note:** Returning a silent item from a user's account will automatically alert the next highest bidder that they are now the winning bidder due to a deleted bid for the item.

If an Item was returned via Items or Items Management Page, visitIssue a Refund to a User.