Return an Order from a Users Account

Last Modified on 03/26/2025 4:52 pm EDT

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

> **IMPORTANT:** Typically, a refund will reflect on the purchaser's card statement within 5 - 7 banking days. *Credit card fees are not returned to the organization during a refund;* however, when the purchaser opts to pay the credit card fees, those fees will be refunded for the full purchase price + fees to the user.

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

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

Watch a Video

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.

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 the blue **Return Item.**

Cart

#1 Free Tuition for a Year (x3) Answer:	$250.00

Edit Answer | Return item

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6. Click **Return.**

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 the blue **Return.**

#501 DONATE ITEM $25.00
Return

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

Return Item

The following item will be removed:

#581 Kirsten Primozic

#501 DONATE ITEM $25.00

Donation Item

How would you like to apply the funds?

○ Refund to MC ██████████

○ Apply as Donation

○ Leave as credit

Cancel   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.

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 item was returned via Items or Items Management Page, visit Issue a Refund to a User.