Return a Monetary Donation

If a donation added needs to be returned, it can be removed from the user's cart by an admin. Donations removed after payment will require a refund.

From the Donate page

Return a Click to Donate, Home page, and Champion donation

Donations made via the **Click to Donate**, **Home** page **Donate Now** form, or through a **Champion** personal fundraising pages must be deleted from the **Donate** page.

1. Go to the **View Site** > **Donate.**
2. Locate and select the donor with the donation to be deleted.
3. Click **Delete Donation.**
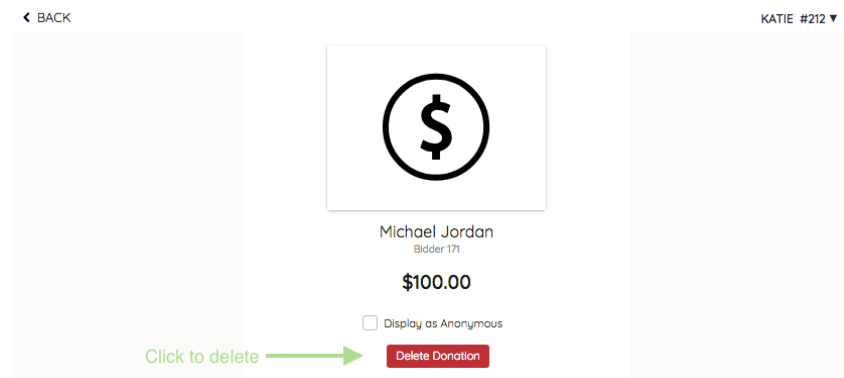
4. Click **Yes, Delete.**


Return a donation made on a Donate item

Donations can be deleted either from the donate items history or activity.

> **Note:** If additional information is captured through a custom Item question, the answer will be deleted from the site.

From the item history

Donations added can be deleted from the Donate item located on the **Donate** page.

1. Go to **View Site** > **Donate**.
2. Locate and select the **Donate** item.
3. Click the **+** to the left of **Item History**.
4. Locate the donor's name to delete the donation.
5. Select **Delete.**
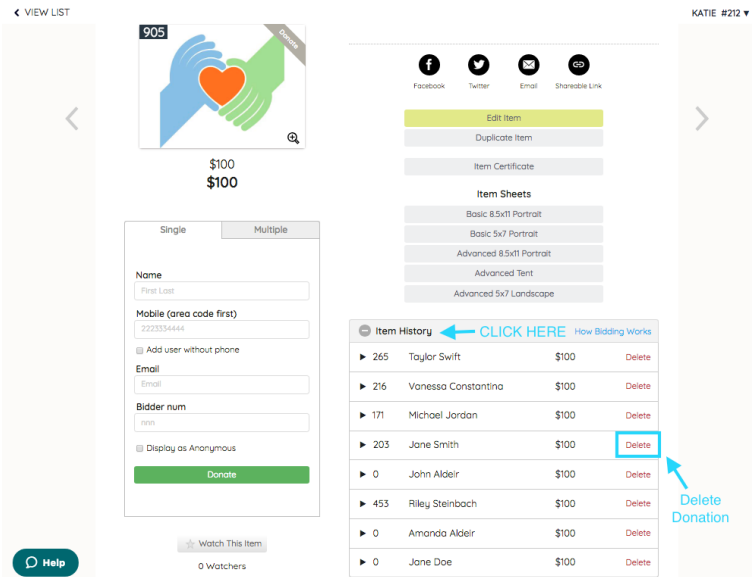
6. Click **Yes, Delete.**

From the Users Checkout Cart

Return Donations from a user's cart while reviewing their orders from Checkout if needed.

When returning a donation from the **Checkout** page, they can be removed before or after payment.

Return before payment

1. From the **Admin Navigation,** select **Users** > **Checkout**
2. Locate the user.
3. Click **Begin Checkout**.
4. Locate the donation.
5. Click the blue **Return Donation.**
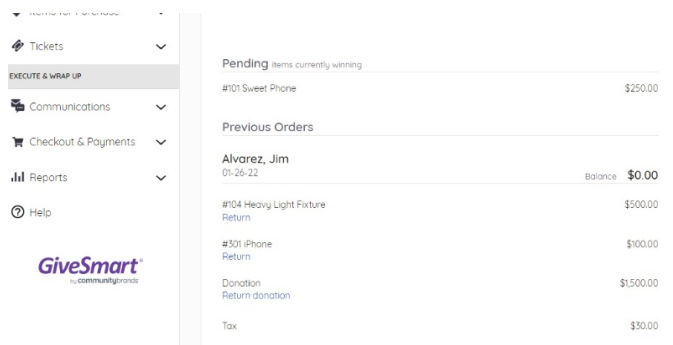
6. Click **Return.**

Return after payment

Applicable for donations 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 Donation

The following donation will be removed:

Sammy Donor

Donation $100.00

How would you like to apply the funds?

◯ Refund to ▮▮▮▮▮▮▮▮▮▮

◯ Leave as credit

Cancel   Return

Return Options

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

Leave as Credit

Donation is cancelled. Payments remain on the user's account to apply to future purchases.

Refund to Card

Donation is cancelled. The payment is fully refunded to the card used for the payment. **Typically, a refund will reflect on the purchaser's card statement within 5 - 7 banking days. *Credit cards 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.**

Delete a recurring donation

The initial donation is deleted within the campaign from the **Donate** page. Subsequent scheduled donations are returned from **Org Hub** > **Transactions.**