

# Remove an Item from a Supporter's Account

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Remove an item from a user's account before payment. By default, the platform opts the admin out of sending a text to the user that the item was deleted, but you can opt for a text to be sent by checking the **Send Cancellation Message** prior to deleting.

**Note:** Item question answers are also deleted.

## Watch a video

## Remove an item

Items can be removed following one of the paths below.

### From the Items page

Remove the item from a supporters account from the **Item History**.

1. Go to **View Site > Items**.
2. Locate and select the item.
3. Click the **+** to the left of **Item History**.
4. Locate user.
5. Click **Delete**.

Item History		How Bidding Works
▶ 201	Anne Mcguire	\$40 <span>Delete</span>

### From Checkout

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

#### Return 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**.
6. Click **Return**.

## Cart

#1 Free Tuition for a Year (x3)

\$250.00

Answer:

[Edit Answer](#) | [Return item](#)

### Return item after payment

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 [REDACTED]
- Apply as Donation
- Leave as credit

[Cancel](#)

[Return](#)

## Return Options

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

### Leave as Credit

Item is returned. Payments remain on the user's account to apply to future purchases.

### Refund to Card

Item is returned. The payment is fully refunded to the card used for the item payment.

**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.**

### Apply as Donation

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

### From the Items tab

Remove the item from the item's **Activity** within the **Item Details**.

1. From the **Admin Navigation**, select **Auction > Manage All Items**.
2. Locate and select the item.
3. Scroll down to the items **Activity**.
4. Locate user.
5. Click **Delete**.

#### Activity

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101 Shannon McGuire \$40 [Delete](#)