Return a Ticket Order

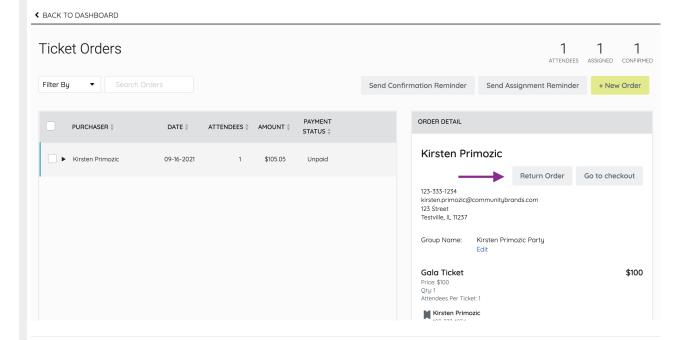Last Modified on 03/26/2025 4:51 pm EDT

Org and Campaign admins can return full ticket orders and choose how to handle the original payment. Returning an order removes all tickets, items, and donations. Unconfirmed invitees are removed from the **Users** tab and confirmed attendees show as unticketed.

> **Note:** Partial Ticket Order returns can't be made.

Watch a video

Return a ticket order

1. From the **Tickets** Container within the **Dashboard,** click the **More** button (**"···"**).
2. Select **Manage Orders**.
3. Search for the purchaser.
4. Click on the purchaser's order to open the order details.
5. Click **Return Order** in order details.
6. Select what you would like to do with the payment.
7. Click **Return Order**.

Payment options

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

Keep payment

Tickets, items, and donations are returned. Payments remain on the user's account.

> **Tip:** For Ticket Orders that need to be changed, choose Keep Payment. Make a corrected +New Order and select payment as Pledged. From Checkout, apply the original payment to the updated order.

Issue refund

Tickets, items, and donations attached to the order are returned. The payment is fully refunded.

> **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

Tickets, items, and donations attached to the order are returned. The full payment is added to a Donate Item and added to the user's account.