Refunds

User Guide for JustGo

What's inside?

What is a refund?

Refunds allow administrators to refund part or all of a purchase made through Stripe by a member.

It does not however refund the payment charges that were originally charged to a member, only only the membership, event or products purchased.

Some Screenshots and info may differ depending on the subscription type

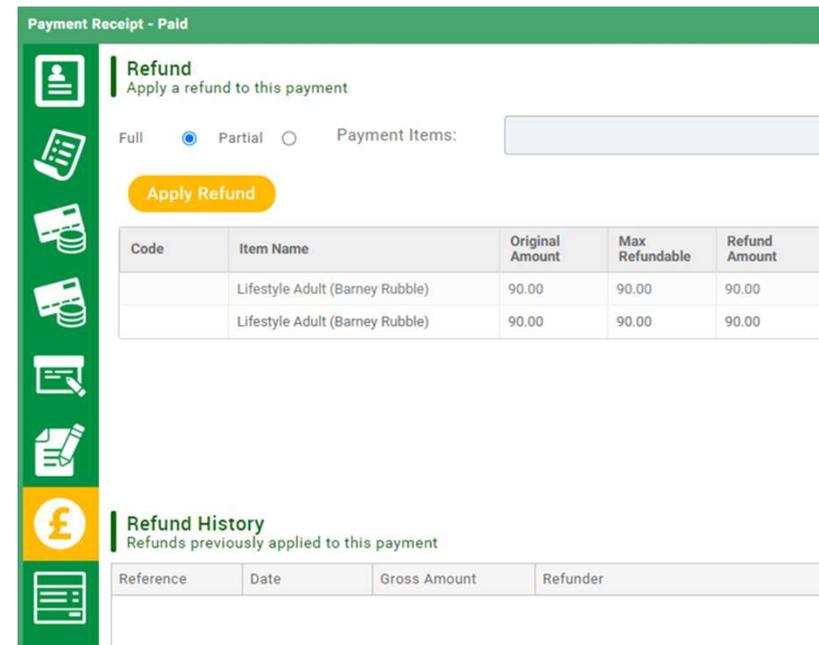# How do I apply a refund as NGB Administrator?

You can apply refunds by navigating to the Payment Receipt tile in the menu of your JustGo system.

Then simply select the payment receipt that you would like to apply the refund against.

A new window will pop up from which you can apply the refund.

If you wish to process a full refund select Full, or for a partial refund select Partial. Note: this does not refund original payment charges.

Please note: if that was a split payment between the NGB and State/Zone/Club you should only refund the NGB part of the purchase price, and get in contact with the State/Zone/Club for their part.

How do I apply a Partial Refund as NGB Administrator?

For a partial refund you need to select the Partial option shown in the screenshot below. You can then select the refundable item from the table below and type in the Refund Amount. If you wish you can leave a comment for the refund. Don't forget to click on the green tick to confirm and press the Apply Refund button to finish.

How do I apply a refund as State/Zone/Club Administrator?

You can apply the refund by navigating to the Club Finances tile in the menu of your JustGo system.

In the Payment Summary tab, click on the tools icon in the item line you would like to return.

You will land on the Payment Details page, you will find a Refund button.

If you wish to process a full refund select Refund All, or for a partial refund select Refund in the item you wish to return. Note: this does not refund original payment charges.

Please note: if that was a split payment between the NGB and State/Zone/Club you should only refund the State/Zone/Club part of the purchase price, and get in contact with the NGB for their part.

Can I see what refunds have been applied on a Payment Receipt?

As NGB Administrator, you can see the list of refunds in the Refund History section of a payment receipt. This will show you the amount details and the status of the transaction.

As State/Zone/Club Administrator, you can see the refunds through the Status column in the Payment Summary list. Click on the tools icon in the item line you would like to see the refund.

When will the member receive their refund?

Stripe has their own timescales for refunds being returned to a member's account.

We recommend that you advise your member that the refund can take between 7 to 10 working days.