# Quick Reference Guide

**Online shop returns and refunds**

Parents and carers can request a return or refund via the online shop. The Regional School Sport (RRS) office will review the request and where appropriate, approve the return. If you have questions about your return, please contact your Regional School Sport office.

**To request your refund:**

1. Login to the online shop
2. Click on the **dashboard** icon to display options
3. Click on **order history**





1. Find the relevant order and click **view**
2. When the order details appear



1. Click on **return items or request changes to order**

If the return items or request change to order button is greyed out, please refer to your RSS office quoting your order number.

1. The items available for return will be indicated
2. Select the **check box** for the relevant item to be returned or click **return all items**

**OR**

1. On the **submit return** screen, ensure all details are correct in the contact/billing address section.
2. In r**eturn entry** section, please select a reason code e.g. Item not required
3. Click **submit return** button

Once submitted, the **return confirmation** will be displayed. The parent or carer will also receive an email to confirm that the return request has been received.



## Help with the online shop

If you need help using the online shop, please contact the **North West School Sport Office]** via phone **07 4652 6607** or email **nwsport@qed.qld.gov.au**