

# 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

### 🔑 Login or register for uniforms and levys

📘 Once registered you will need to provide a sport code to be able to purchase uniforms and pay levys. The sport code will be available from your team manager.

Please login to continue

Email address \*

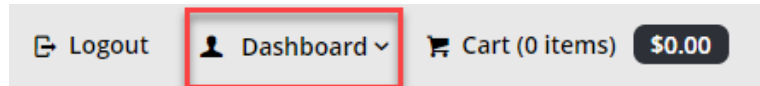
Password \*

Remember email

[🔑 Login & continue](#) [👤 Register now](#)

[🔒 Lost password?](#)

2. Click on the **dashboard** icon to display options





3. Click on **order history**


### ☰ My Dashboard

User, Order & Account Management


**My Profile**


  
**Change Password**  
Reset & update your password

  
**My Details**  
Update your personal details

  
**My Address**  
Update your delivery details

**My Pages**

  
**Order history**  
Check the status of your order

  
**Request account closure**  
Request Account Closure



### Order History

Check the status of your order

Order Status: ALL | Order Date (start): 16/02/2020 | Order Date (end): 17/03/2020 | Your Reference: | Product Search: | OR | Invoice / Order Number: | Search

**Search Results**  
8 records (1 page)

Order No.	Order Date	Status	Your Ref	Total (inc)	Options
101994843	04/03/2020	Complete	student one	\$60.50	<a href="#">View</a>
101994832	04/03/2020	Complete	student one	\$82.50	<a href="#">View</a>
101994820	04/03/2020	Complete	student one	\$5.50	<a href="#">View</a>
101994816	04/03/2020	Complete	student five	\$22.00	<a href="#">View</a>

4. Find the relevant order and click **view**



5. When the order details appear

Order History | Check the status of your order

[Back To Results](#) | [Return Items or Request Change to Order](#) | [Print](#)

Order: # 101994843 | **\$60.50**  
Including GST \$5.50

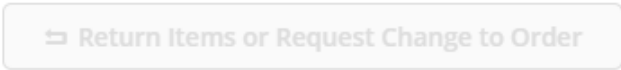
[Complete](#)

**Order Details**  
Entered By: | Sales Order Date: 04/03/2020 | Customer Reference: | **Delivery Address**


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



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

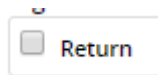


7. The items available for return will be indicated

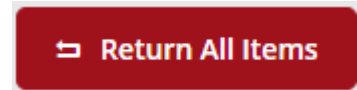
Line	Product	Qty	Unit	Item Price (inc)
1	 <b>Aquathlon 11-12 yrs Boys &amp; Girls</b> Code: DRRRT001 (Each)	5	EACH	\$12.10

- 1 student one  
 Highlands Christian College (10-12 years)  
 Return
- 2 Student two  
 Toowoomba Anglican School (13-19 years)  
 Return
- 3 student three  
 Brisbane School of Distance Education (Lockyer District)  
 Return
- 4 student four  
 Lockyer District State High School (10-12 years)  
 Return
- 5 student five  
 Texas State School (13-19 years)  
 Return

8. Select the **check box** for the relevant item to be returned or click **return all items**



OR



9. On the **submit return** screen, ensure all details are correct in the contact/billing address section.

**Submit Return**

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**Contact / Billing Address**

Name \*

Sarah Christiansen

10. In **return entry** section, please select a reason code e.g. Item not required

**Return Entry**

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Return Information

Reason Code \*

Please Select...

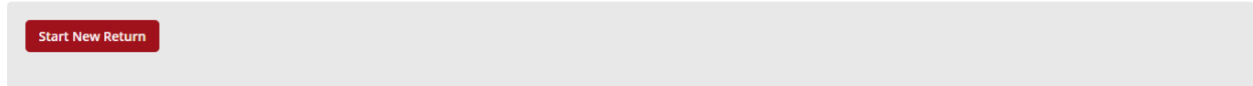


11. Click **submit return** button



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.

Return Confirmation



- Return sent for review
- Your return is now in the process of being reviewed. The details of your return are displayed below.
- You will receive a confirmation for this request via email.

Requester Information	Return Information
Customer Reference: student one	Reason Code: Item not required
Name: [Redacted]	Number of Parcels to pick up: 0
Address: [Redacted]	

Return Items

Product	Qty	Price (inc GST)	Total (inc GST)
Aquathlon 11-12 yrs Boys & Girls Code: [Redacted] Student Names student one student two student three student four student five	-5	\$12.10	-\$60.50
Subtotal (inc GST)			-\$60.50
<b>Total (inc GST)</b>			<b>-\$60.50</b>
Including GST			-\$5.50

## Help with the online shop

If you need help using the online shop, please contact the **Metropolitan East School Sport Office** via phone **07 3259 7711** or email **met.east@qed.qld.gov.au**

