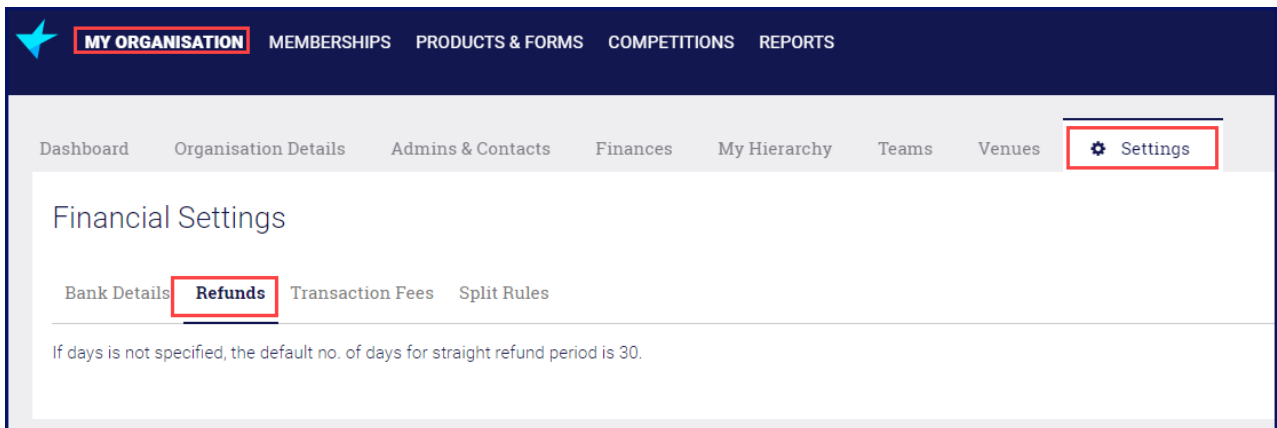


## How can I tell what the straight refund period is?

Last Modified on 07/10/2019 3:28 pm AEDT

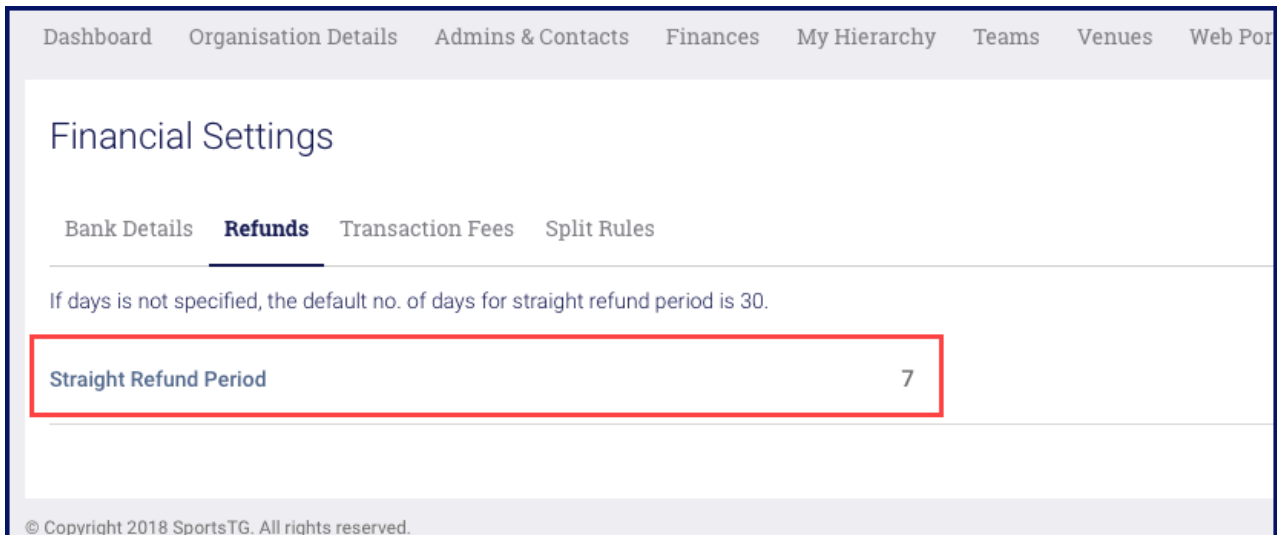
The straight refund period is the time period after purchase that a product can be refunded. By default this is 30 days. If your organisation has changed this, the information can be found under **My Organisation**.

Go to **Settings**, then **Refunds**.



The screenshot shows the 'MY ORGANISATION' settings page. The top navigation bar includes 'MY ORGANISATION', 'MEMBERSHIPS', 'PRODUCTS & FORMS', 'COMPETITIONS', and 'REPORTS'. Below this, a secondary navigation bar lists 'Dashboard', 'Organisation Details', 'Admins & Contacts', 'Finances', 'My Hierarchy', 'Teams', 'Venues', and 'Settings' (highlighted with a red box). The main content area is titled 'Financial Settings' and contains sub-tabs: 'Bank Details', 'Refunds' (highlighted with a red box), 'Transaction Fees', and 'Split Rules'. Below the tabs, a message states: 'If days is not specified, the default no. of days for straight refund period is 30.'

Here is an example of a different straight refund period.



The screenshot shows the 'MY ORGANISATION' settings page, similar to the previous one. The 'Settings' tab is highlighted in the top navigation bar. Under 'Financial Settings', the 'Refunds' tab is selected. Below the tabs, the same message is present: 'If days is not specified, the default no. of days for straight refund period is 30.' A table below this message shows the 'Straight Refund Period' set to '7', which is highlighted with a red box.

Straight Refund Period	7
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