How to refund or cancel a Shop order

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Overview

Refunds, cancellations and receipt resends for shop orders are done on the order in the GameDay portal, as for any other order. The shop admin does not have refund or resend options.

> **Note:** These actions need the ordinary portal order permissions. The Club Shop permission does not grant them.

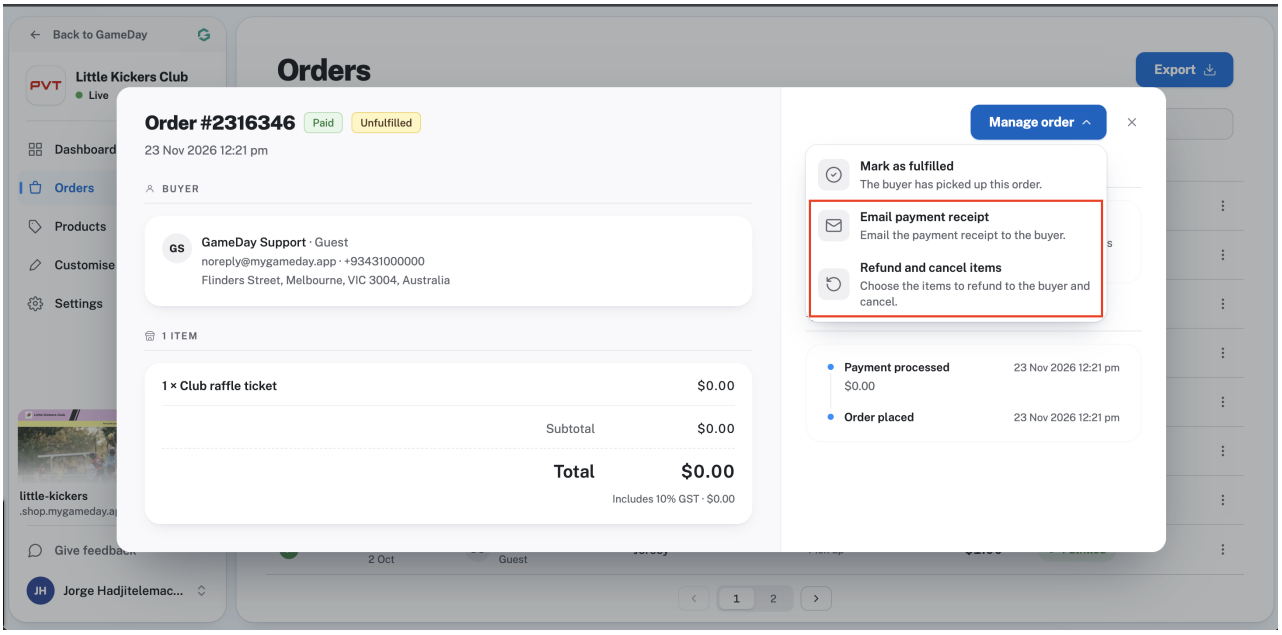
Step-by-Step

Step 1: Open the order in the portal

In the GameDay portal, go to **Finances** > **Orders** and open the order (filter by the source **Sports Shop** to find it). Or, in the shop admin, open the order and click **Manage order in GameDay**.

Step 2: Use the Manage Order menu

Open the **Manage Order** menu and choose the action you need: refund, cancel, or **Email Payment Receipt**.



How refunds and cancellations work for shop orders

- Refunding a shop line also **cancels** it. A line can be partly refunded.
- The customer receives a "Shop Order #[order ID] Refund Confirmation" email listing the refunded lines.
- The refunded amount is deducted from your organisation's next settlement payout.
- Cancelling a line **without** a refund sends no email and returns the stock. Refunded units are not returned to stock automatically. To put them back on sale, raise **Total stock quantity** on the product.
- After a refund, the order's total keeps the original amount and the refunded amount shows as its own row.

Resending a receipt

Choose **Email Payment Receipt** on the order. The receipt goes to the email address on the order and uses the pick up details saved at checkout. The customer can also resend it themselves from **My orders** in the member portal if they placed the order with an account. A guest order can only be resent from the portal.

Troubleshooting

Message or situation	What to do

Message or situation	What to do
“Not enough funds available to process a refund.”	Contact GameDay Support with the order number.
The receipt never arrived	Check the email address on the order and resend it with **Email Payment Receipt**. Contact GameDay Support if you need delivery checked.

Related article

- How to view and fulfil Sports Shop orders