

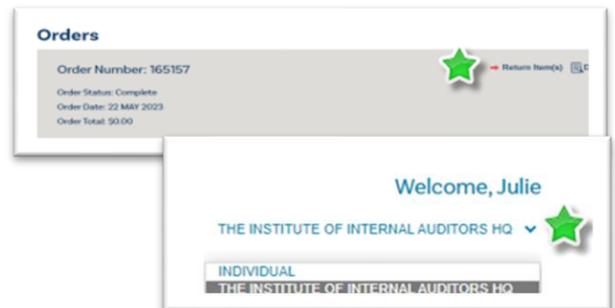
Request A Refund

This quick guide will guide you on requesting a refund through the Store in the Admin Portal.

1. Log into The IIA [Admin Portal](#).
2. On the dashboard, click on View Orders.
3. Under the list of orders, locate the order and click on Return Item.

Note: If you cannot locate your order, check to ensure you are on the group account and change from "Individual" if you see that posted in the drop-down menu under your name.

4. Submit refund request.
 - Enter the Quantity to return by clicking the down caret.
 - Enter a return reason by clicking the down caret and selecting one of the options.
 - Enter a brief comment/description on the reason for the return.
 - Click the green **Submit Return Request** button.



You will receive an email confirming that your refund request has been submitted. You will receive a status update email within 14 business days once your refund request has been received. A status of received means that your request is being reviewed.

Once your refund is processed, you will receive a second email with details of your refund. If you paid by credit card, please allow 7-14 business days for the refund to be reflected in your account. For all other payment methods, a check will be mailed to the billing address used in the order.