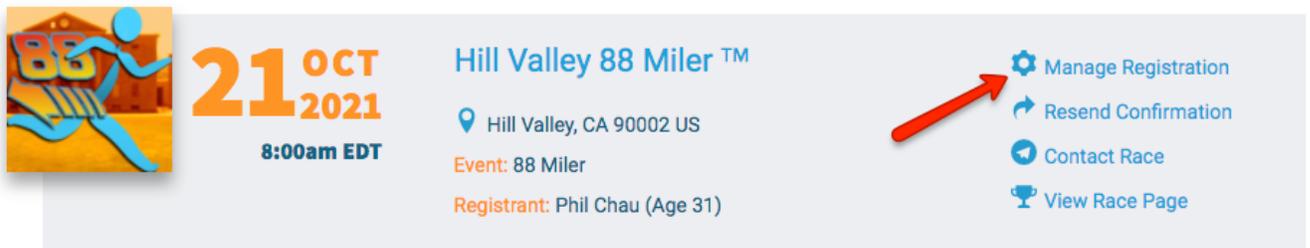# Request a Refund

Following these steps:

1. Sign In to RunSignUp
2. Go to your Profile
3. Click **Manage Registration** next to the registration that you would like to request a refund.
4. Click the **Request Refund** menu item
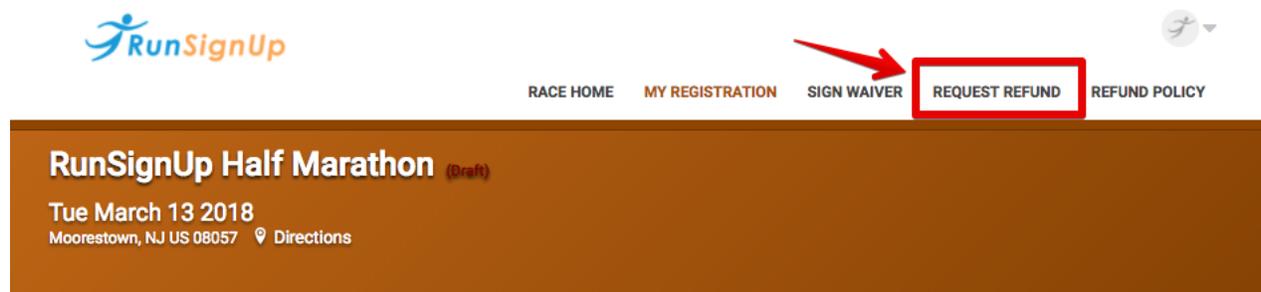5. Follow the provided steps and continue

How to Request Refund

If refunds are allowed for the Race, you can request for a refund by logging on to *RunSignUp > Profile > Manage Registration > Request Refund*.

Once under the "Request Refund" tab, you will be able to make sure that you have selected the correct registrant and event for this refund, and a breakdown of the refund, including the deducted fees, can be found below.

When you have reviewed all of the information, and you are ready to remove yourself from the event, click on the button for "Issue Refund". At this point, a confirmation message will let you know that you have been removed from the event.

Once processed your refund will be applied back towards the original card that was used for your registration. This should post within 5 business days of the refund request. If you do not see this refund as being credited to your account within that time frame please contact finance@runsignup.com.

Verifying Your Refund

Whether you refunded your own registration, or if the race refunded your registration on RunSignUp, you can log into your account, and view the refund, by going to your "Profile", scrolling down and clicking on "My Refunds"

If you see the refund listed here, then the refund has been requested. Keep in mind that it may take a while before your credit card company updates your statement to reflect the refunded charge. Credit card companies could take up to a month or so to calculate the refund into your statement.