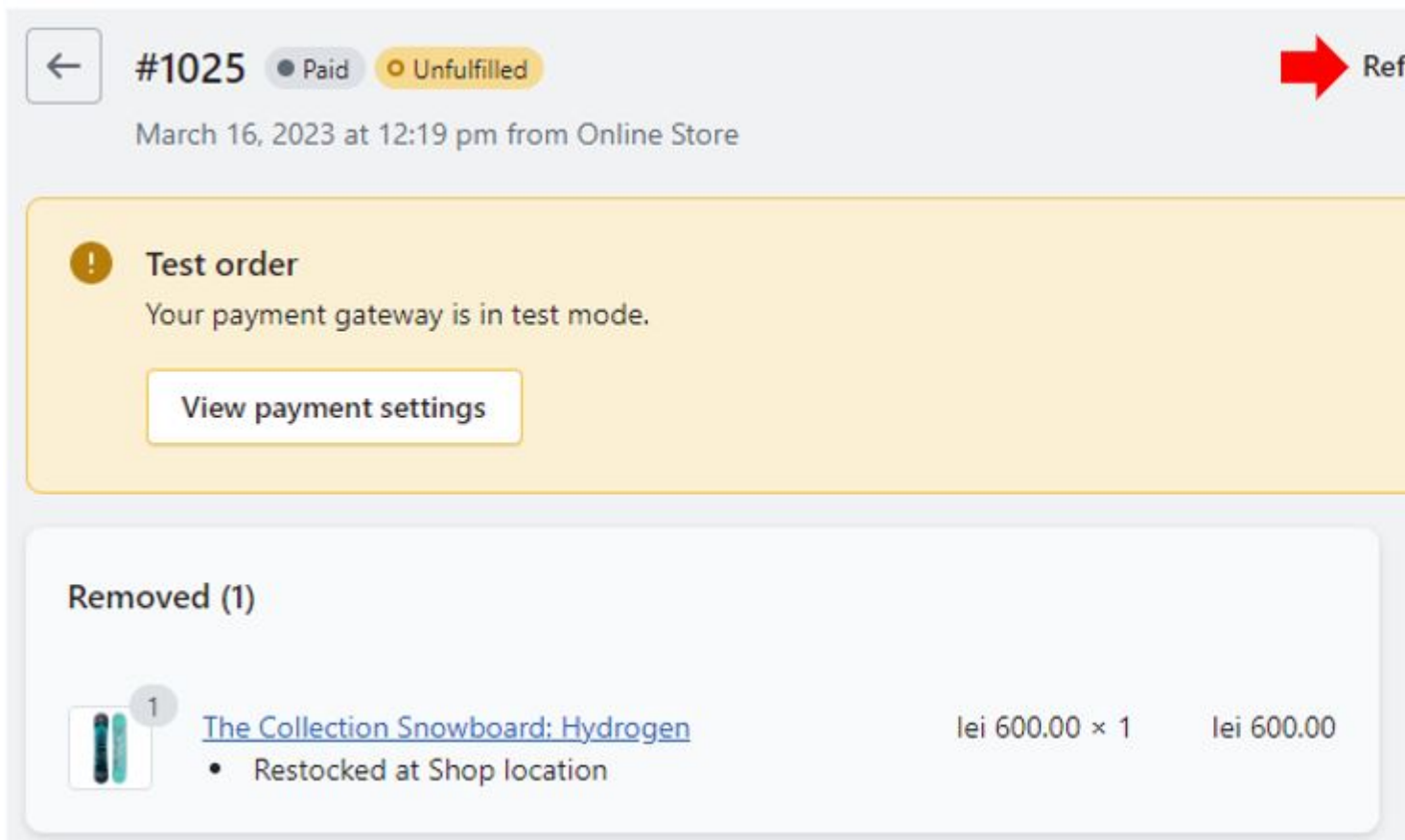


Refunds

In order to correctly use the refund system from Shopify, you need to know what the **settlement period of your transactions** are. This settlement period is dependent on your acquirer. Reach out to your Verifone representative for more information.

1. Locate the transaction you want to refund and click on **Refund**.

For instructions on how to search and locate a transaction check the [Searching Transactions](#) documentation.




The screenshot shows a Shopify transaction interface. At the top, there is a navigation bar with a back arrow, the transaction ID #1025, and status buttons for 'Paid' and 'Unfulfilled'. A red arrow points to a 'Refund' button on the right. Below the navigation bar, the transaction date and source are listed: 'March 16, 2023 at 12:19 pm from Online Store'. A yellow warning box contains an exclamation mark icon, the text 'Test order', and a message 'Your payment gateway is in test mode.' with a 'View payment settings' button. Below this, a section titled 'Removed (1)' lists a single item: 'The Collection Snowboard: Hydrogen'. The item is marked as 'Restocked at Shop location' and shows a price of 'lei 600.00' with a quantity of '1'.

← #1025 Paid Unfulfilled Ref

March 16, 2023 at 12:19 pm from Online Store

! **Test order**
Your payment gateway is in test mode.
View payment settings

Removed (1)

 1 [The Collection Snowboard: Hydrogen](#) lei 600.00 × 1 lei 600.00
• Restocked at Shop location

2. Enter a refund reason (optional) and the refund amount.

←

Refund

i

All items in this order have been removed.

Reason for refund

Only you and other staff can see this reason.

Learn more about [refunding orders](#).

Summary

No items s

Refund am

Verifone C

lei 100

lei 600.00

✓ Send

If you are issuing a partial refund, note that this type of refund can only be done after the transaction has been settled.

If you initiate this refund from Shopify before settlement, you may need to reinitiate the refund from your Verifone Central account at a later date.

3. Click again on **Refund**.