••• verifone

https://verifone.cloud/docs/online-payments/plugins/shopify-plugin-integration/refunds Updated: 13-Mar-2024

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 you 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 <u>Searching Transactions</u> documentation.

#1025 • Paid • Unfulfilled March 16, 2023 at 12:19 pm from Online Store		Ref
 Test order Your payment gateway is in test mode. View payment settings 		
Removed (1)	lei 600.00 × 1	lei 600.00

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

All items in this order have been removed.	Summar
	No items
Reason for refund	Refund am
	Verifone (
Only you and other staff can see this reason.	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**.