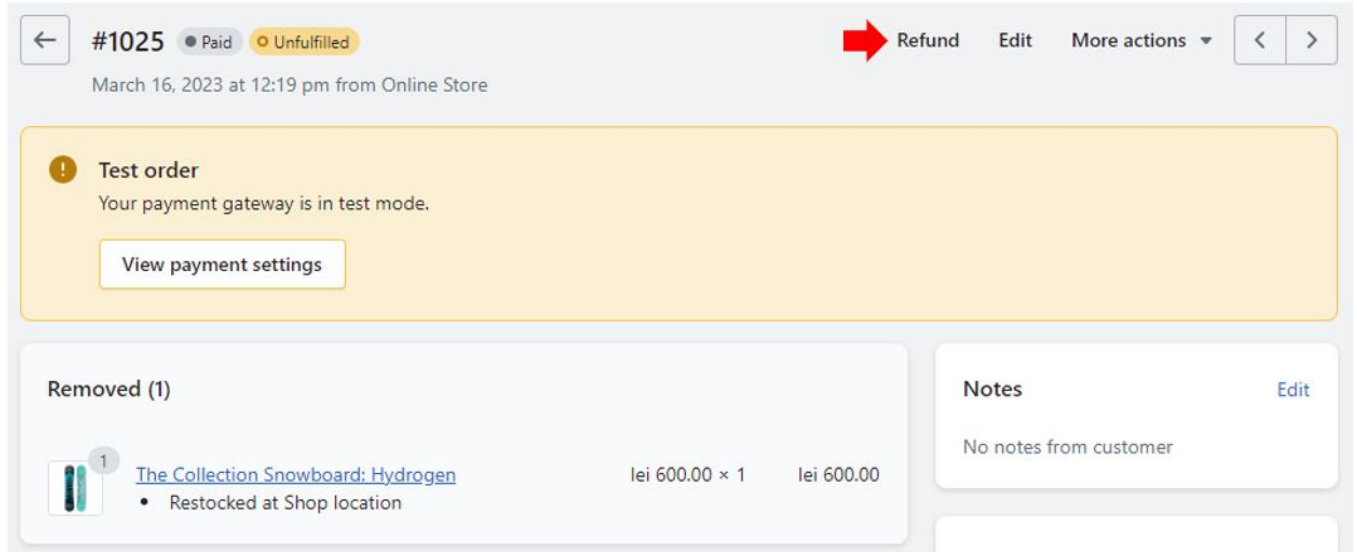


Refunds

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 [Searching Transactions](#) documentation.




← #1025 Paid Unfulfilled Refund Edit More actions < >

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

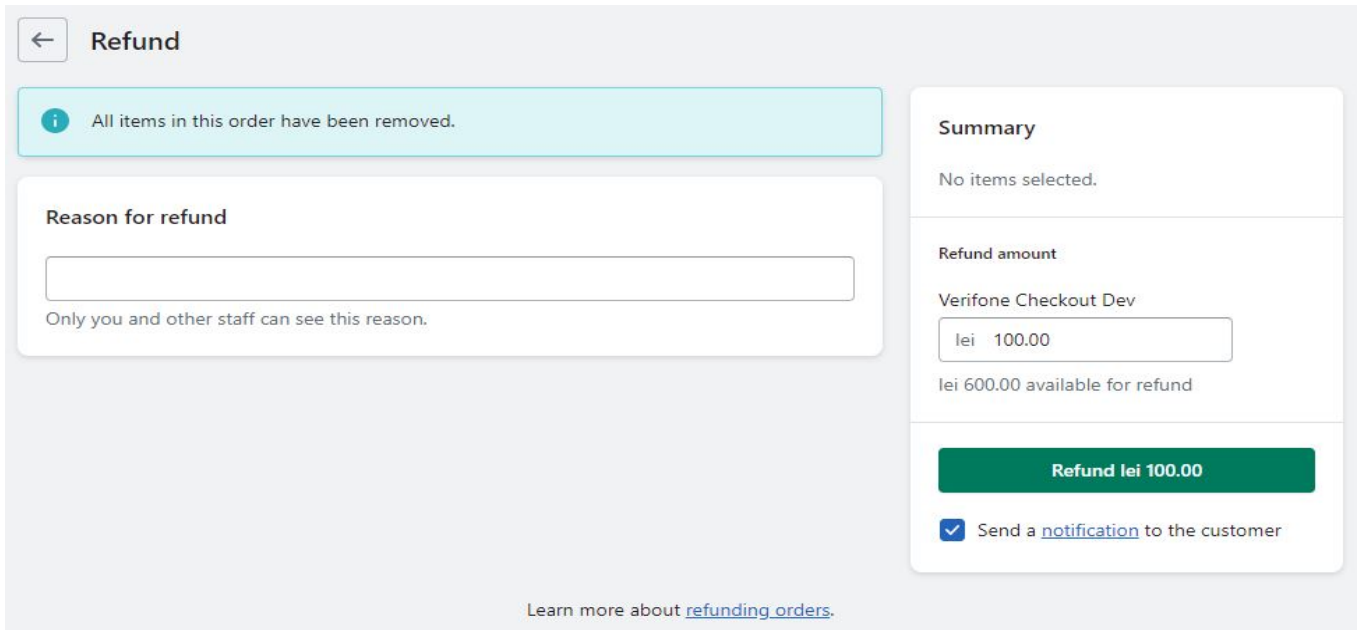
Test order
Your payment gateway is in test mode.
[View payment settings](#)

Removed (1)

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

Notes Edit
No notes from customer

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.

Summary
No items selected.

Refund amount
Verifone Checkout Dev

lei 600.00 available for refund

Refund lei 100.00

Send a [notification](#) to the customer

[Learn more about refunding orders.](#)

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**.