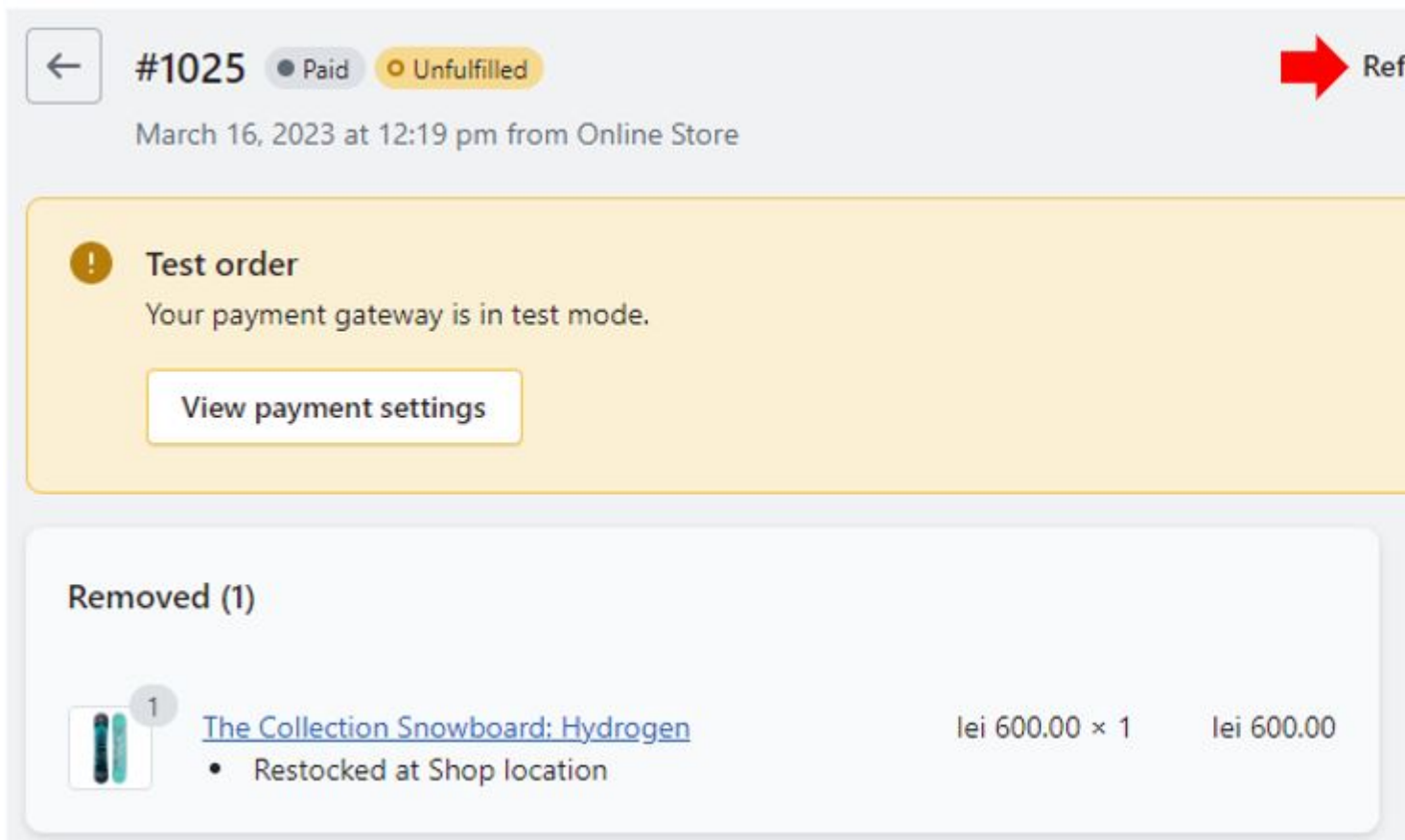# Refunds

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.

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

Refund

←

> ℹ **All items in this order have been removed.**

Summar

No items :

Reason for refund

Refund am

Verifone C

lei 100

Only you and other staff can see this reason.

lei 600.00

Send

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**.