Refunding Verofy® PayLinks payments in the Verofy® App

This page shows you how to refund Verofy® PayLinks in app if you have this product.

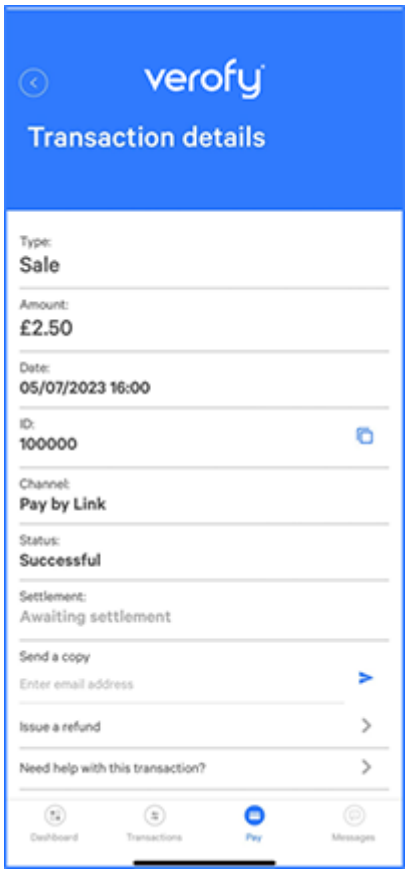
> Remember, you won't be able to refund a customer for more than the amount of their initial purchase(s), but you can refund a partial amount of the total sale.

1. To get started, you'll need to locate your Verofy® PayLinks. If you need to help, click **here** for the access guide.

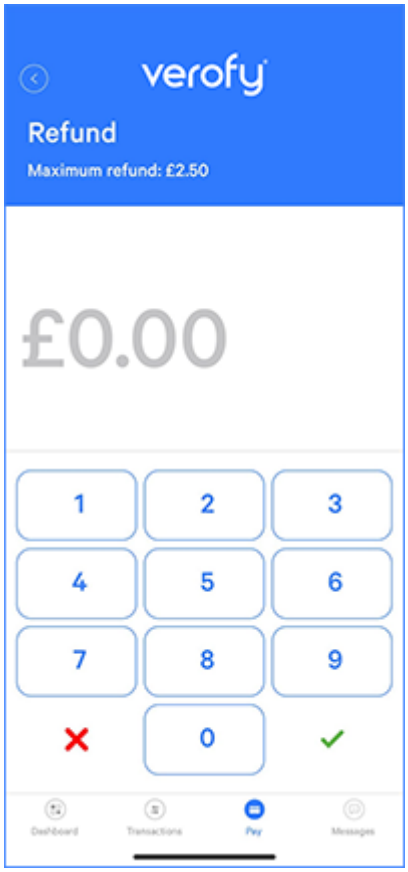
2. Once you have selected your Verofy® PayLinks product, you'll see a list of all the payments made via the payment links you've sent to your customers. Select which transaction you wish to refund by clicking on the record from the list.



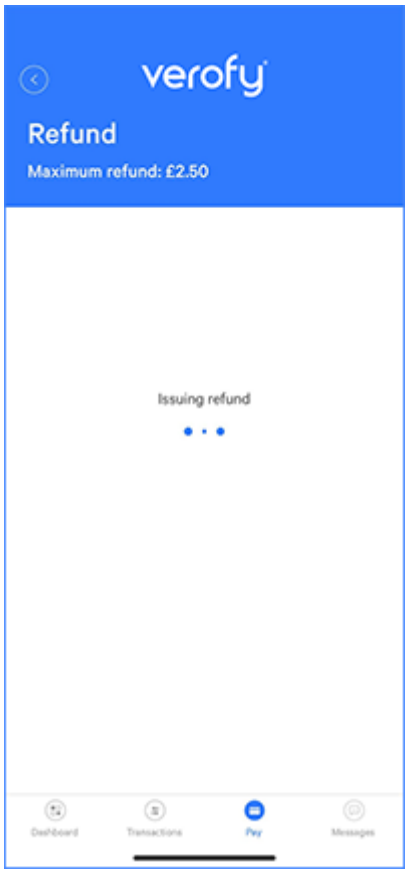
3. You'll then see the transaction detail page. At the bottom of the screen, select the **Issue a refund** button.


verofy
Transaction details
Type:
Sale
Amount:
£2.50
Date:
05/07/2023 16:00
ID:
100000
Channel:
Pay by Link
Status:
Successful
Settlement:
Awaiting settlement
Send a copy
Enter email address
Issue a refund
Need help with this transaction?
Dashboard
Transactions
Pay
Messages

4. Enter the amount you wish to refund. *Remember, you'll only be able to enter an amount which is equal to or less than the original payment amount.* Once you've entered this, press the green tick.



5. You'll see this screen whilst the refund is processed.



6. Once the refund is completed, you'll be taken back to the Transactions tab. If you refresh the page by swiping down on the screen, you'll see the refund appear in the list of transactions.



That's it! You've refunded a Verofy® PayLinks in the Verofy® App.

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