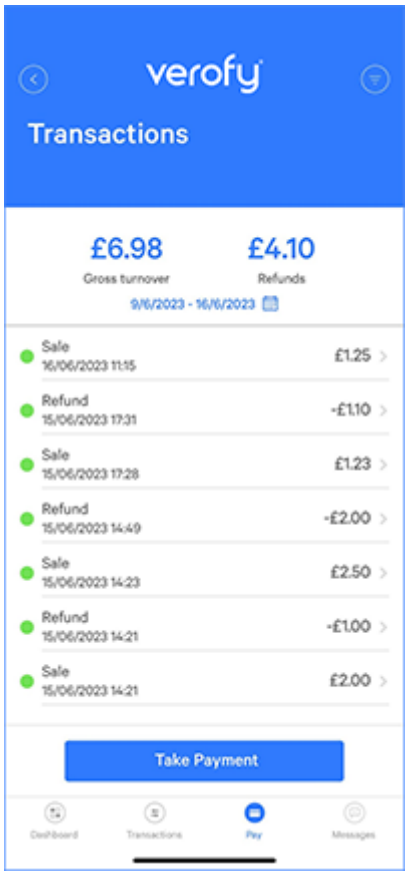
Refunding vTerminal payments in the Verofy® App

This page shows you how to refund Verofy® vTerminal payments in the Verofy® App if you have this product.

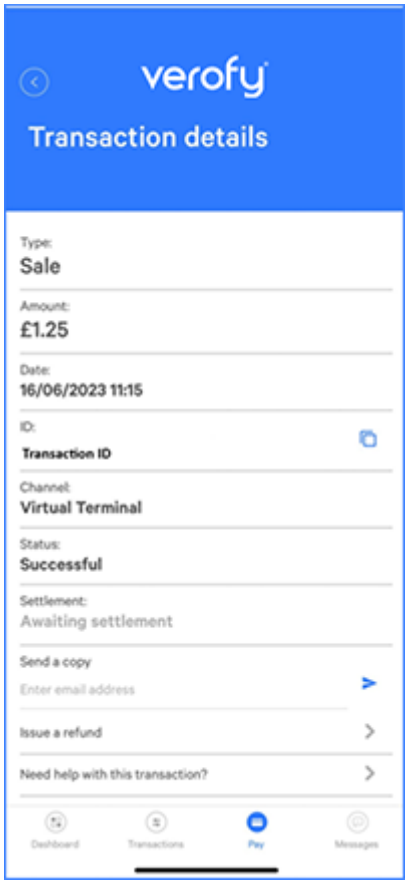
> Remember, you won't be able to refund a customer for more than the amount of their initial purchase(s), but you can refund a partial amount of the total sale.

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

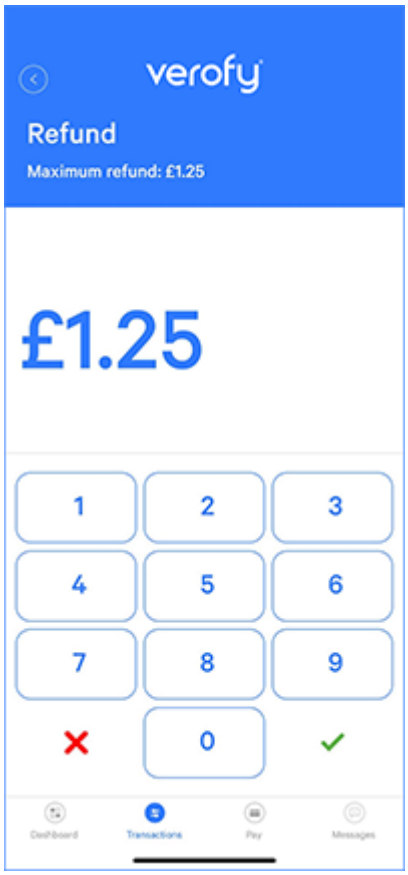
2. Once you have selected your Verofy® vTerminal, you'll see a list of all the transactions taken via your Verofy® vTerminal. Select which transaction you wish to refund by clicking on the record from the list. In this example, we'll select the most recent one.


verofy
Transactions
£6.98
Gross turnover
£4.10
Refunds
9/6/2023 - 16/6/2023
Sale
16/06/2023 11:15
£1.25
Refund
15/06/2023 17:31
-£1.10
Sale
15/06/2023 17:28
£1.23
Refund
15/06/2023 14:49
-£2.00
Sale
15/06/2023 14:23
£2.50
Refund
15/06/2023 14:21
-£1.00
Sale
15/06/2023 14:21
£2.00
Take Payment
Dashboard
Transactions
Pay
Messages

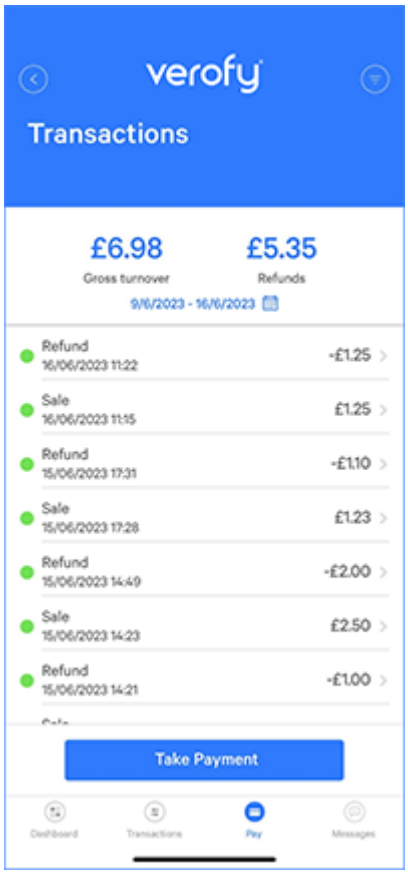
3. You'll then see the details of that transaction. To refund this transaction partially or fully, click **Issue a refund.**



4. Enter the amount of the refund. **Remember - you won't be able to enter an amount greater than the initial transaction.** Once you've entered the amount, press the green tick.



5. The refund will then process. The app will return to the Pay tab and if you refresh the page, the refund will be visible.



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

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