

# 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.

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

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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.

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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.

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

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