

in Verofy® App

This page shows you how to refund Verofy® PayLinks in app.

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

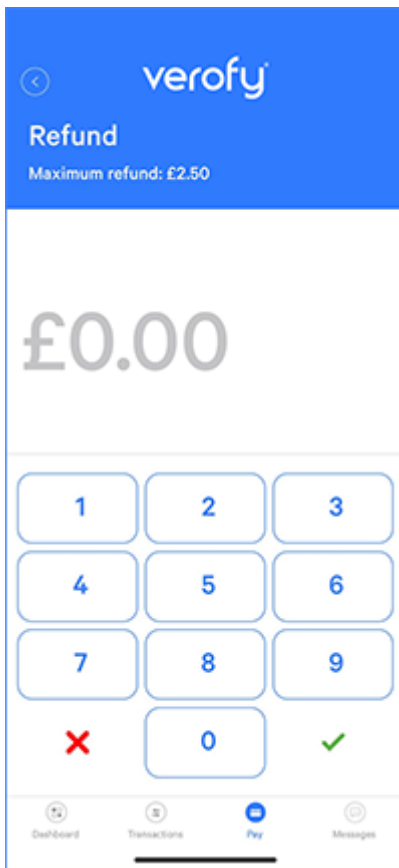


Pay



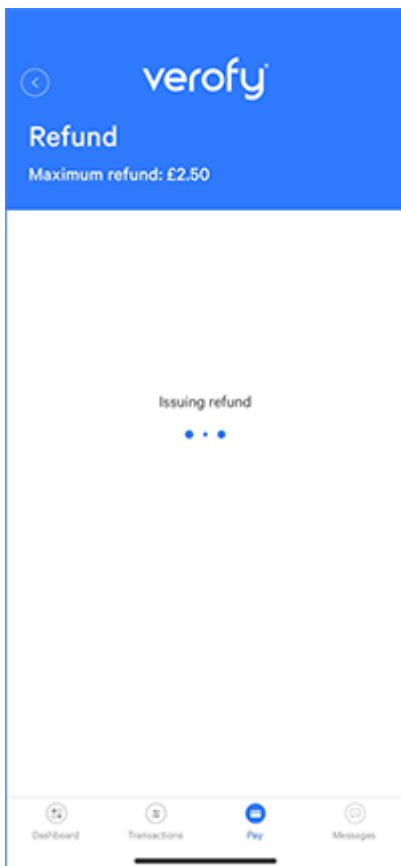
Messages

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.



The image shows a mobile app interface for a refund process. At the top, there is a blue header with a back arrow, the 'verofy' logo, and the title 'Refund'. Below the title, it says 'Maximum refund: £2.50'. The main area of the screen is white and displays '£0.00' in a large, grey font. Below this is a numeric keypad with buttons for digits 1 through 9, 0, a red 'X' for clearing, and a green checkmark for confirming. At the bottom, there is a navigation bar with four icons: a home icon labeled 'Dashboard', a list icon labeled 'Transactions', a blue circle with a white 'P' labeled 'Pay', and an envelope icon labeled 'Messages'.

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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