

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.

[2.png](#) Image not found or type unknown

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

[3.png](#) Image not found or type unknown

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.

[4.png](#) Image not found or type unknown

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

[5.png](#) Image not found or type unknown

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.

[6.png](#) Image not found or type unknown

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

Revision #5

Created 31 May 2023 08:26:04 by Verofy® Support

Updated 9 May 2024 13:56:52 by Verofy® Support