

# in Verofy® Cloud

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

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. Select the payment you want to refund from the list of transactions.

Dashboard > Pay > Pay by Link

Last login: 16 Jun 2023 1  
You will be logged out in: 14:32

Pay by Link

Virtual TerminalPay by Link

Pay by Link summary

Create new link

£2.22Gross turnover

£0.00Refunds

£2.22Net turnover

£2.00ATV

TransactionsActive linksArchived links

Transaction for the period: 17 May 2023 - 16 June 2023Adjust date rangeAdvanced searchExport

Date	Transaction ID	Type	Status	Channel	Amount	Settlement
16 Jun 2023 12:10:48	Q5VW80YREFWGNDR7DJK3NZX90	Sale	Successful	Pay by Link	£2.22	Awaiting

- 3. Once you're looking at the transaction detail, select the **Options** button and select 'Request a refund'.

Dashboard > Transactions > Detail Last login: 16 Jun 2023  
You will be logged out in: 14:43

### Transaction detail

Transaction date  
16 Jun 2023

Transaction reference  
**Transaction ref here**

Options

Date	Transaction reference	Type	Channel	Status	Amount	Settlement
16 Jun 2023	<b>Transaction ref here</b>	Sale	Pay by Link	Successful	£2.22	Awaiting

Back

- Enter the refund reason and refund amount.

Dashboard > Transactions > Detail Last login: 16 Jun 2023  
You will be logged out in: 12:43

### Transaction detail

Transaction date  
16 Jun 2023

Transaction reference  
**Transaction ref here**

Options

Refund reason \*

Refund amount \*

Request Refund

Cancel

Date	Transaction reference	Type	Channel	Status	Amount	Settlement
16 Jun 2023	<b>Transaction ref here</b>	Sale	Pay by Link	Successful	£2.22	Awaiting

Back

If you enter a refund amount which exceeds the intital transaction value, you'll see an error message pop up. You won't be able to proceed with the refund until a valid amount is entered.

Refund reason \*


Refund amount \*

The maximum refund amount is 2.22!

Request Refund


Cancel

- If the refund is successful, you'll see the **Success** pop up in the right hand corner of your screen. You'll then see the refund in the list of transactions in your Pay by Link tab.



Success

Refund has been successfully processed



Last login: 16 Jun 2023 15:23:34

Dashboard > Transactions > Detail

Last login: 16 Jun 2023  
You will be logged out in: 09:10

Transaction detail

Transaction date  
16 Jun 2023

Transaction reference  
Transaction ref here

Options

Date	Transaction reference	Type	Channel	Status	Amount	Settlement
16 Jun 2023	Transaction ref here	Sale	Pay by Link	Successful	£2.22	Awaiting
16 Jun 2023	Transaction ref here	Refund	Successful	Pay by Link	- £2.00	Not Settled

Back

That's it! You've refunded a Verofy® PayLinks transaction in Verofy® Cloud.