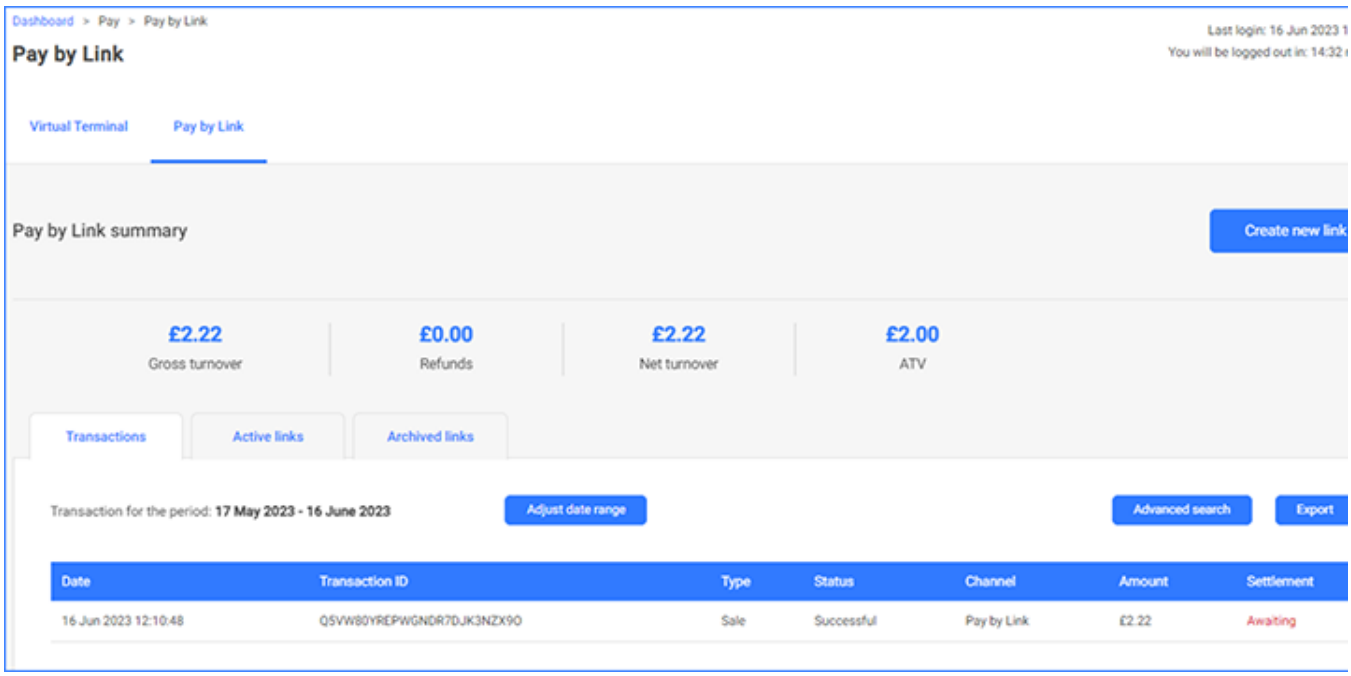
in Verofy® Cloud

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

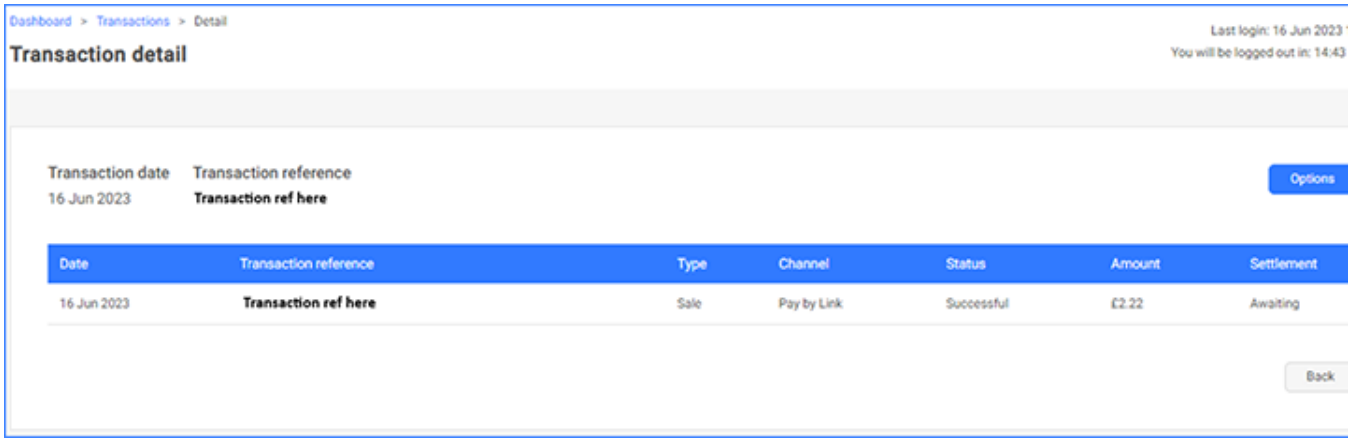
> Remember, you won't be able to refund a customer for more than the amount of their initial purchase(s), but you can refund a partial amount of the total sale.

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

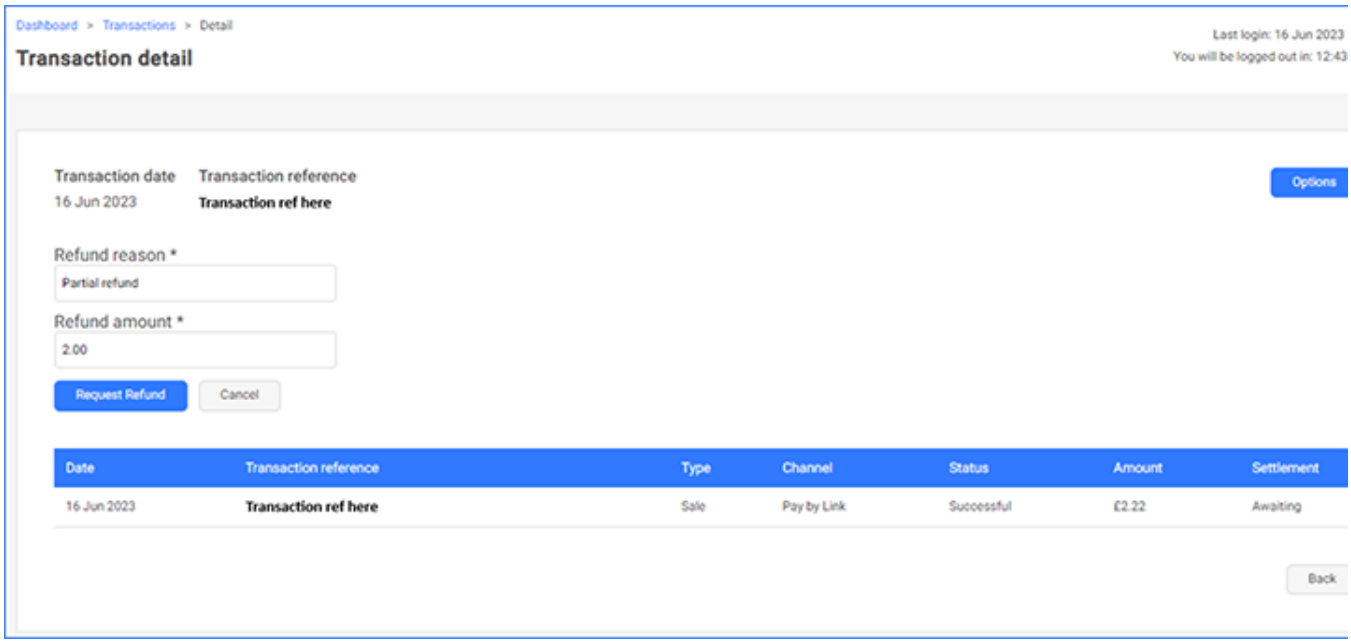
2. Select the payment you want to refund from the list of transactions.



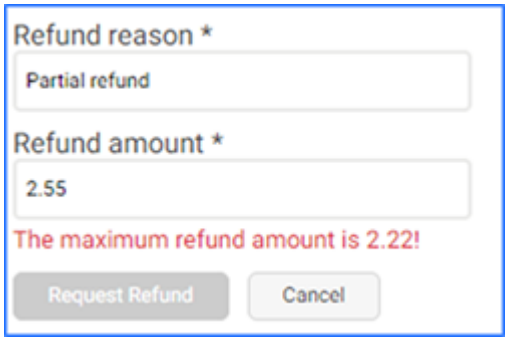
3. Once you're looking at the transaction detail, select the **Options** button and select 'Request a refund'.



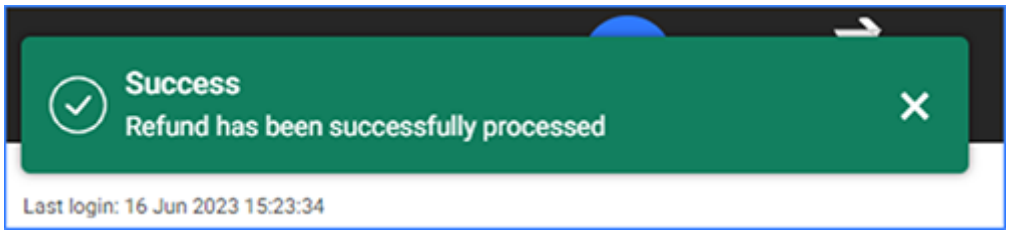
4. Enter the refund reason and refund amount.

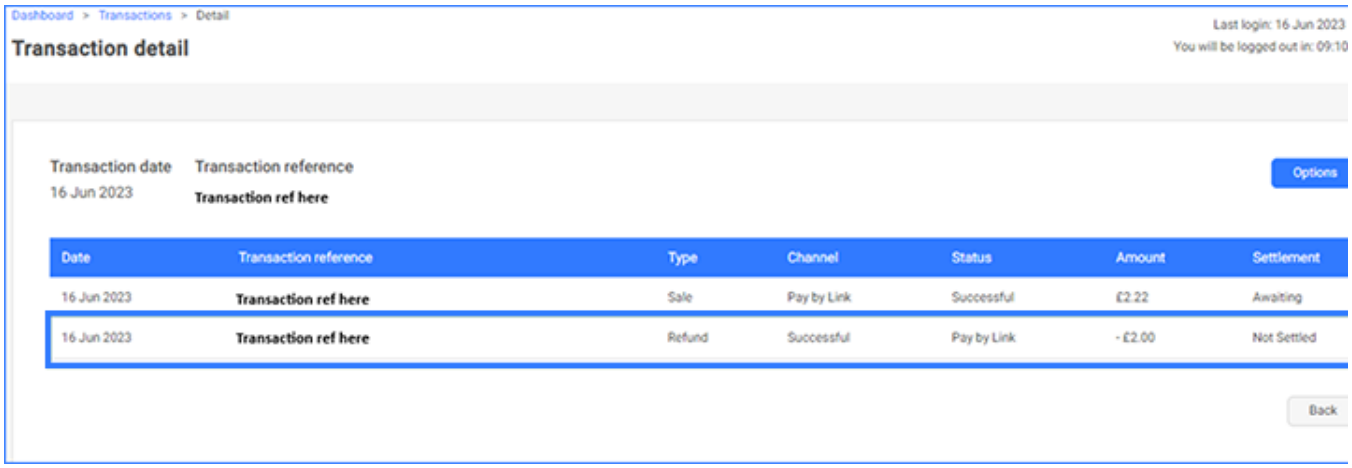


If you enter a refund amount which exceeds the intital transaction value, you'll see an error message pop up. You won't be able to proceed with the refund until a valid amount is entered.



5. 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.





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

Revision #5
Created 31 May 2023 08:26:13 by Verofy® Support
Updated 9 May 2024 13:57:45 by Verofy® Support