


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.

 Image not found or type unknown


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

 Image not found or type unknown


4. Enter the refund reason and refund amount.


 Image not found or type unknown

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.

 Image not found or type unknown

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.

 Image not found or type unknown

 Image not found or type unknown

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