Refunding a Cancelled Order
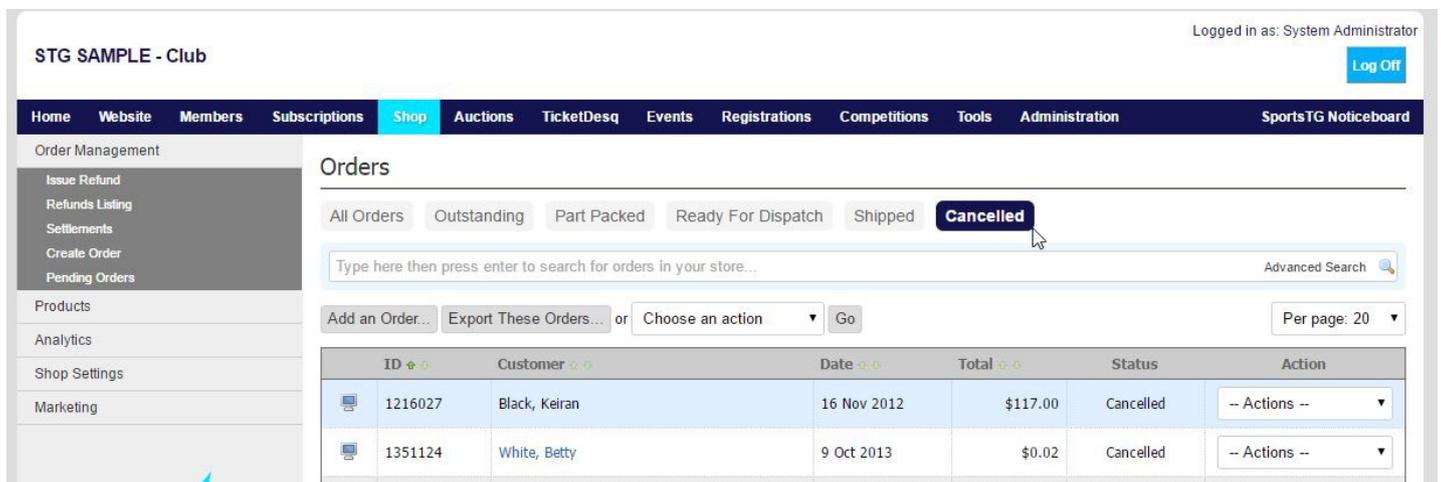
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Quick Steps: Shop > Order Management > Cancelled > Actions > Refund Order

There are two ways that you can process a refund for a shop order. This can either be done by fully or partly refunding an order by Order Number, or by refunding a cancelled order. (See also: Processing a Refund)

1. Within the Management Console, select **Shop** from the top menu, then **Order Management** from the left menu.
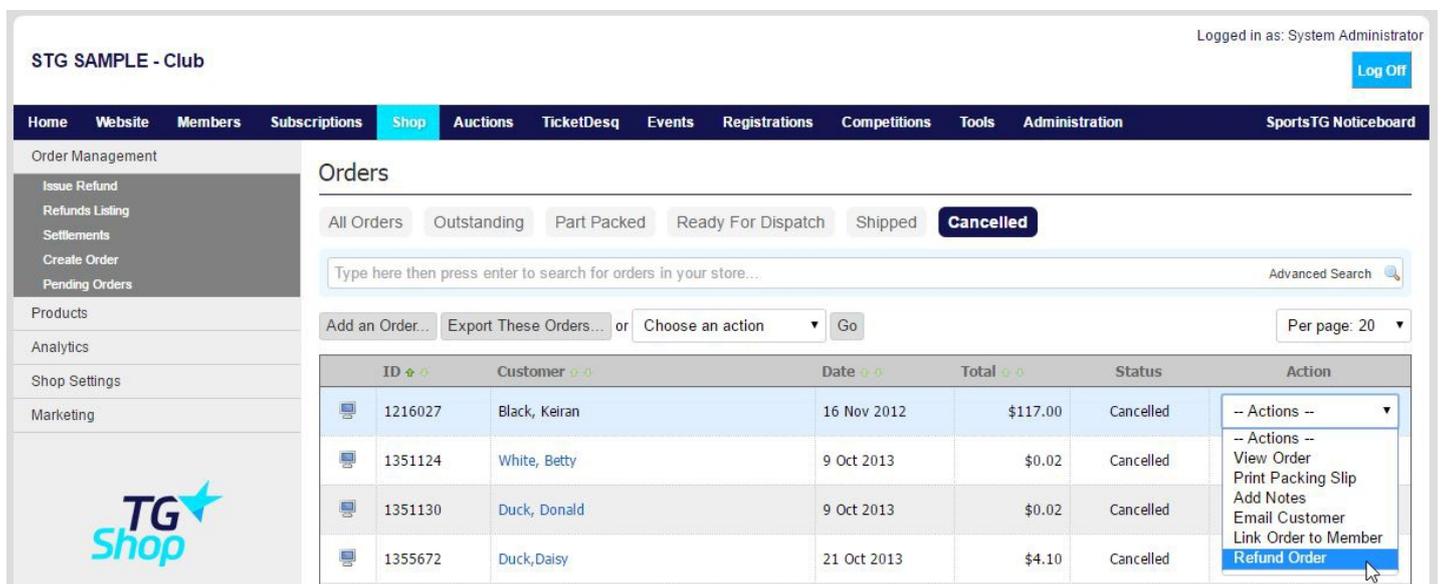
2. Go to the **Cancelled** orders listing.

3. Find the order that you wish to refund.

4. Click on the **Actions** dropdown, then **Refund Order**

5. Complete any relevant Comments, input your Initials and determine the Refund Amount. The Refund Amount can be any amount from $0.01 to the total amount of the transaction.

6. Click **Refund Order** to process the refund.

Note: The refund amount can be any amount between $0.01 to the total amount of the payment enabling the administrator to charge a cancellation fee or only partly refund the customer.

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