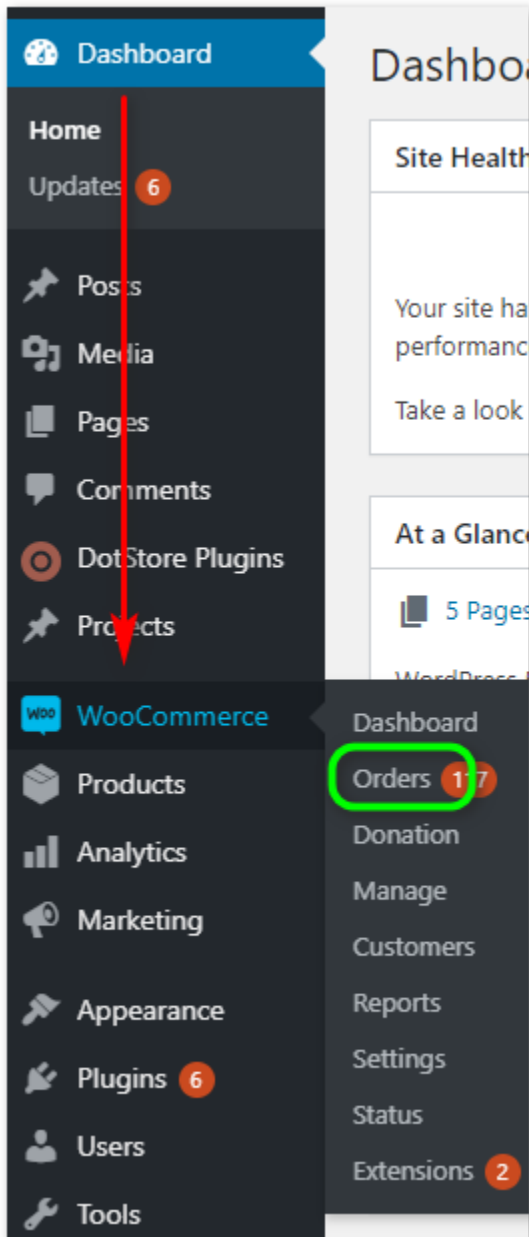


To Refund / Partially Refund an Order

Hover over WooCommerce and select Orders:



Find the person who made the purchase and click on their name. You can use the search feature at the top to assist:



All information about a customer will be displayed on their order.





Note: You can only FULLY refund on the same day. After that, you can both partially or fully refund.

To Refund / Partially Refund an Order

Order #1449 details

Payment via Credit Card (XXXXXXXXXX). Paid on June 14, 2020 @ 7:53 pm. Customer IP: 192.168.1.1

| | | |
|-------------------------------------|--|-----------------|
| General | Billing | Shipping |
| Date created: 2020-06-14 @ 19:53 | Brand: Address: No shipping address set. | |
| Status: Processing | Email address: Phone: | |
| Customer: Guest | | |

| Item | Cost | Qty | Total | Tax |
|--|---------|-----|----------------|--------|
|  Chicken Strip Basket Side #1: Fries Side #2: Fries | \$9.99 | x 1 | \$9.99 | \$0.90 |
|  1/3 lb. Cajun Burger Combo Variation ID: 1136 Bread: Jalapeno Bread Side: Fries Choices: Fountain: Dr. Pepper Drink: | \$9.99 | x 1 | \$9.99 | \$0.90 |
|  1/3 lb. Cajun Burger Combo Variation ID: 1136 Bread: Jalapeno Bread Burgers (\$0.70): Bacon Side: Fries Choices: Fountain: Sweet Tea Drink: | \$10.69 | x 1 | \$10.69 | \$0.97 |
|  1/3 lb. Cajun Burger Variation ID: 500 Bread: White Bread Burgers (\$0.50): Pepper Jack Cheese | \$7.49 | x 1 | \$7.49 | \$0.68 |
| Processing Fee | | | \$1.46 | - |
| Items Subtotal: | | | \$38.16 | |
| Fees: | | | \$1.46 | |
| Tax: | | | \$3.45 | |
| Order Total: | | | \$43.07 | |
| Paid By Customer: | | | \$43.07 | |

Refund Capture Charge This order is no longer editable.

Order actions
Choose an action...
[Move to Trash](#) **4** [Update](#)

Order notes

Order status changed from Pending payment to Processing.
June 14, 2020 at 7:53 pm [Delete note](#)

Authorize.Net Credit Card Charge Approved: Visa ending in 7794 (expires 05/23) (Transaction ID 62405444882)
June 14, 2020 at 7:53 pm [Delete note](#)

Add note **3**

[Private note](#) [Add](#)





1. You will see the items the customer bought and how much they spent.

2. At the bottom, you will see the button "Refund" – this process will send the customer a Refund Email when you complete the task.

3. If you need to add notes to the order, you can. The customer cannot see a private note. This section will automatically update with your actions as you process the refund.

To Refund / Partially Refund an Order

When you press the refund button, you can fully refund or partially refund items.

| Item | Cost | Qty | Total | Tax |
|--|---------|---------------------------------------|---|--|
|  Chicken Strip Basket Side #1: Fries Side #2: Fries | \$9.99 | × 1 <input type="text" value="0"/> | \$9.99 <input type="text" value="0"/> | \$0.90 <input type="text" value="0"/> |
|  1/3 lb. Cajun Burger Combo Variation ID: 1136 Bread: Jalapeno Bread Side: Fries Choices: Fountain Drink: Dr. Pepper | \$9.99 | × 1 <input type="text" value="0"/> | \$9.99 <input type="text" value="0"/> | \$0.90 <input type="text" value="0"/> |
|  1/3 lb. Cajun Burger Combo Variation ID: 1136 Bread: Jalapeno Bread Burgers (\$0.70): Bacon Side: Fries Choices: Fountain Drink: Sweet Tea | \$10.69 | × 1 <input type="text" value="0"/> | \$10.69 <input type="text" value="0"/> | \$0.97 <input type="text" value="0"/> |
|  1/3 lb. Cajun Burger Variation ID: 500 Bread: White Bread Burgers (\$0.50): Pepper Jack Cheese | \$7.49 | × 1 <input type="text" value="0"/> | \$7.49 <input type="text" value="0"/> | \$0.68 <input type="text" value="0"/> |
| <input type="checkbox"/> Processing Fee | | | \$1.46 <input type="text" value="0"/> | - <input type="text" value="0"/> |

Restock refunded items:

Amount already refunded: **-\$0.00**


Total available to refund: **\$43.07**

Refund amount:



Reason for refund (optional):

To Refund / Partially Refund an Order

You can refund a whole item by increasing the Quantity to 1 on that item:

| Item | Cost | Qty | Total | Tax |
|--|--------|---------------------------------------|---|---|
|  Chicken Strip Basket Side #1: Fries Side #2: Fries | \$9.99 | × 1 <input type="text" value="1"/> | \$9.99 <input type="text" value="9.99"/> | \$0.90 <input type="text" value="0.904095"/> |

You can also choose to give back a specific dollar amount:

| Item | Cost | Qty | Total | Tax |
|--|--------|---------------------------------------|---|--|
|  Chicken Strip Basket Side #1: Fries Side #2: Fries | \$9.99 | × 1 <input type="text" value="0"/> | \$9.99 <input type="text" value="0"/> | \$0.90 <input type="text" value="0"/> |
|  1/3 lb. Cajun Burger Combo Variation ID: 1136 Bread: Jalapeno Bread Side: Fries Choices: Fountain Drink: Dr. Pepper | \$9.99 | × 1 <input type="text" value="0"/> | \$9.99 <input type="text" value="5.00"/> | \$0.90 <input type="text" value="0"/> |

Amount already refunded: **-\$0.00**
Total available to refund: **\$43.07**
Refund amount:
Reason for refund (optional):

Amount will be reflected in the Refund Amount total.

Whatever you type in for the “Reason for Refund” WILL be sent to the customer.

| | |
|--|--|
| Amount already refunded: | -\$0.00 |
| Total available to refund: | \$43.07 |
| Refund amount: | <input type="text" value="15.89"/> |
| Reason for refund (optional): | <input type="text" value="Did not have item"/> |
| <input type="button" value="Refund \$15.89 manually"/> <input type="button" value="Refund \$15.89 via Authorize.Net Credit Card"/> | |

Click the “Refund \$\$\$ via Authorize.Net Credit Card” to process the refund.

Make sure to say “OK” to the confirmation.