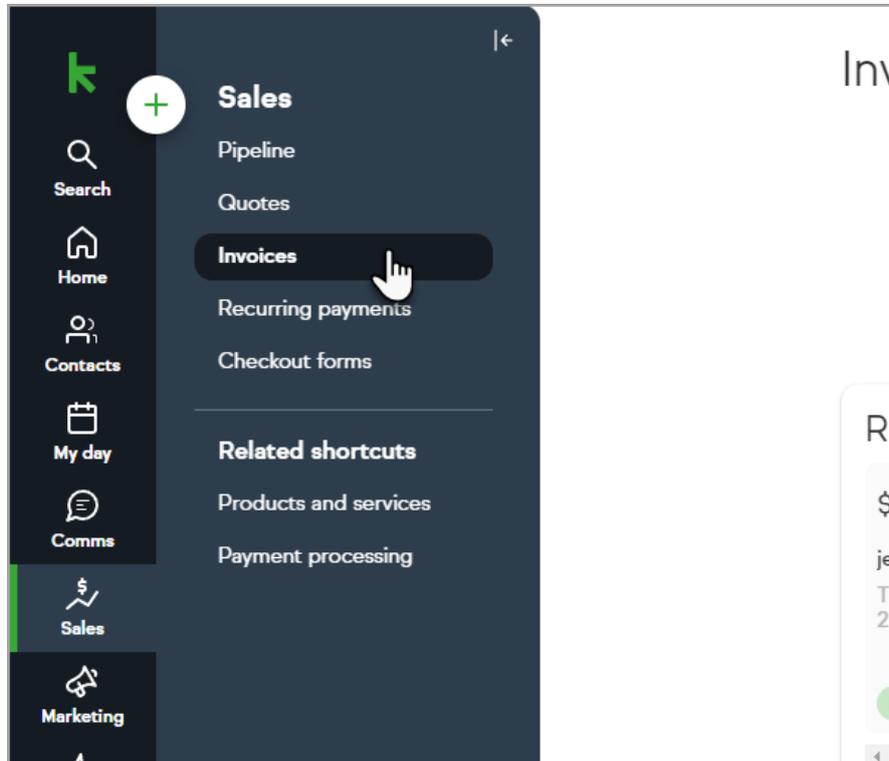


Issue a Refund

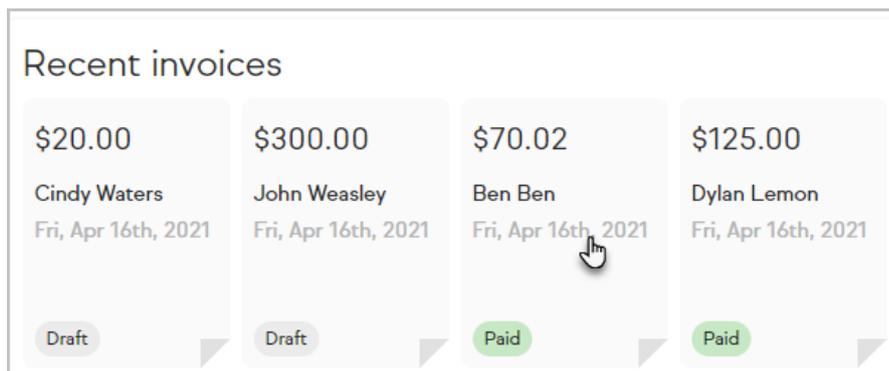
This article applies to:

Issue a refund

1. Navigate to **Sales > Invoices** to locate the invoice



2. Click the payment you want to refund



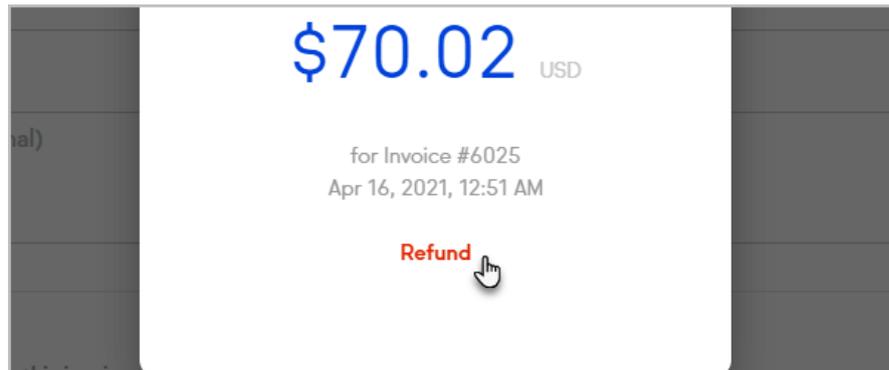
3. At the bottom of the invoice, click the payment

Payments for this invoice #6025

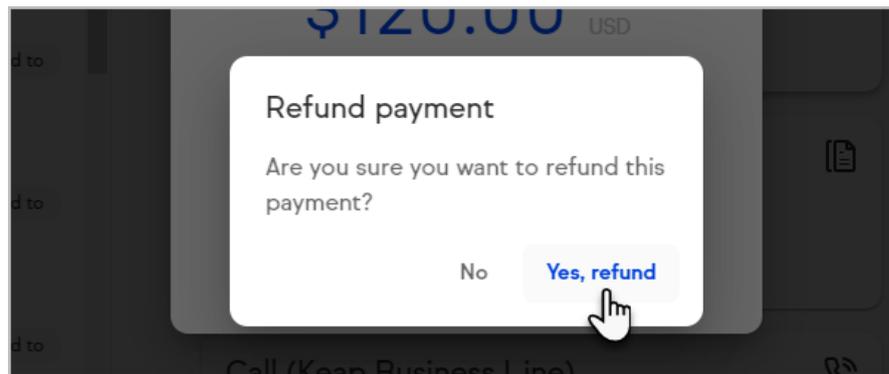
i You can refund individual online payments by clicking on them below.

Date	Type
Apr 16, 2021	 Credit card payment made

4. Click **Refund**

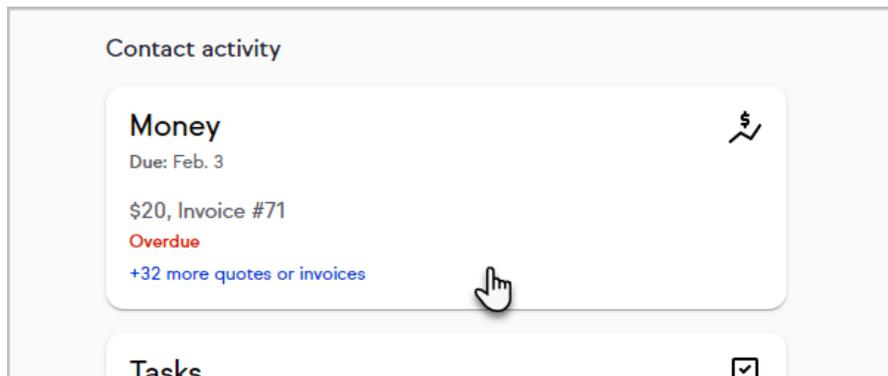


5. Click the confirmation button to process the refund

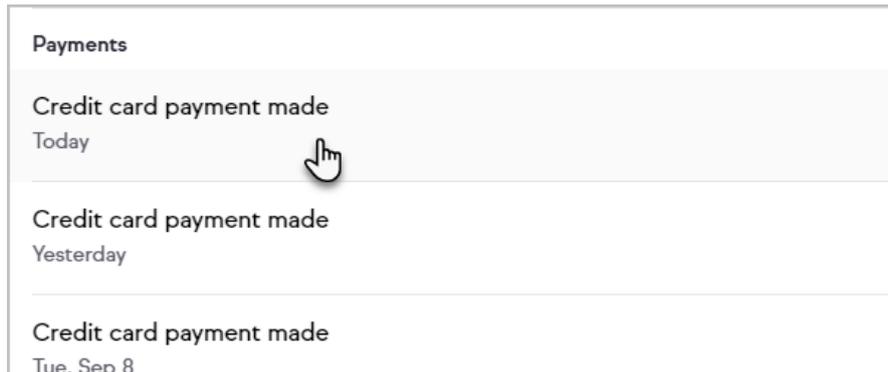


Issue a refund from a contact record

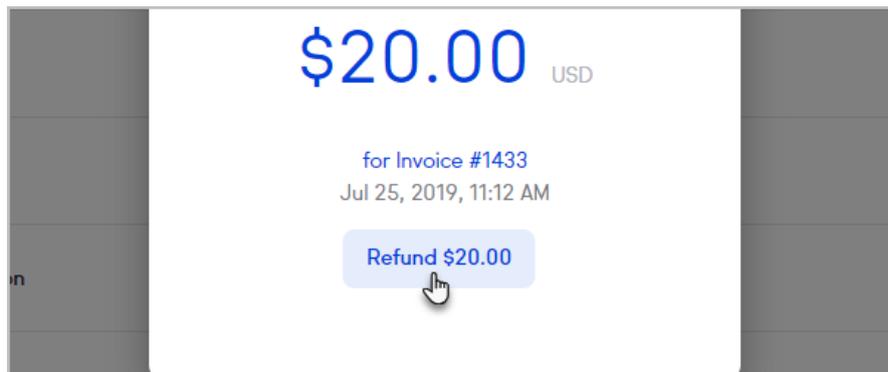
1. Navigate to the contact record for the client who's payment you want to refund. You can also locate the payment in the **Money** page of your app if you aren't sure who made the payment.
2. Click the **Money** card in the Contact activity section



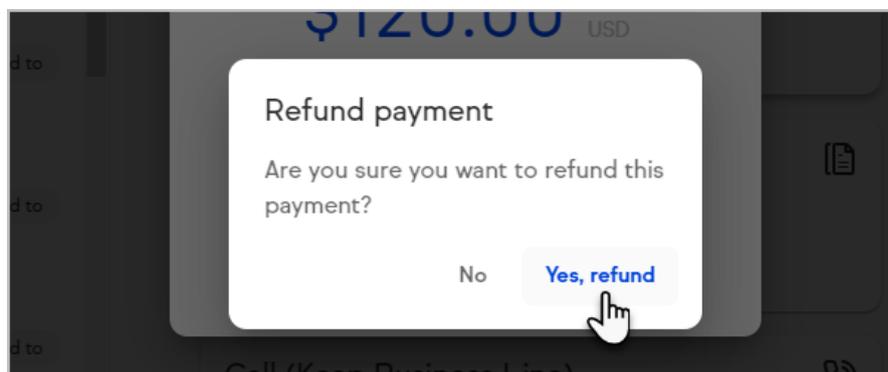
3. Click on the payment you want to refund



4. Click the Refund button



5. Click the confirmation button to process the refund



6. You will receive a message the refund was completed

Refund successful



You can see all of your clients' payment activity under the Invoices tab.

Ok, got it

Please Note: Once you have made and completed a Refund you will no longer be able to make edits to the Invoice. This means you can no longer add extra products to the invoice, nor will you be able to resend the refunded invoice. You will need to generate a brand new order or invoice instead.
