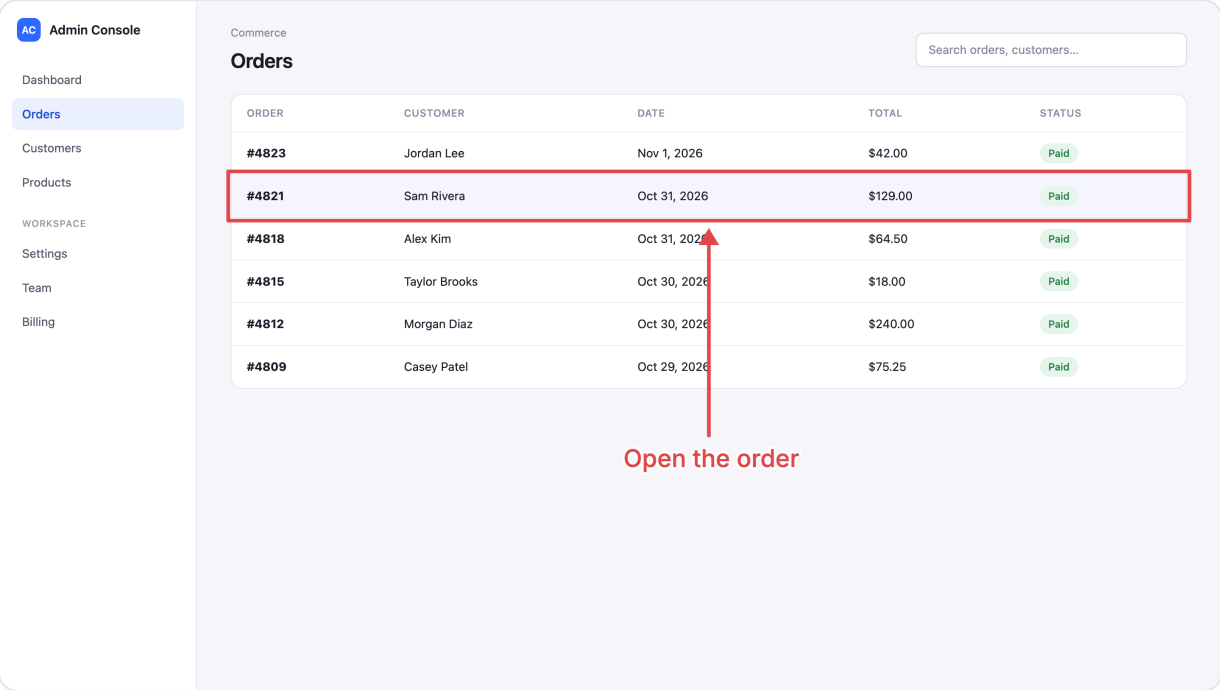
FLOW NAME

SOP-014 · Issue a customer refund

Step 01 / 04

1. Open the order

Go to Orders and search for the order number from the support ticket. Click the row to open it.



URL https://app.example.com/orders

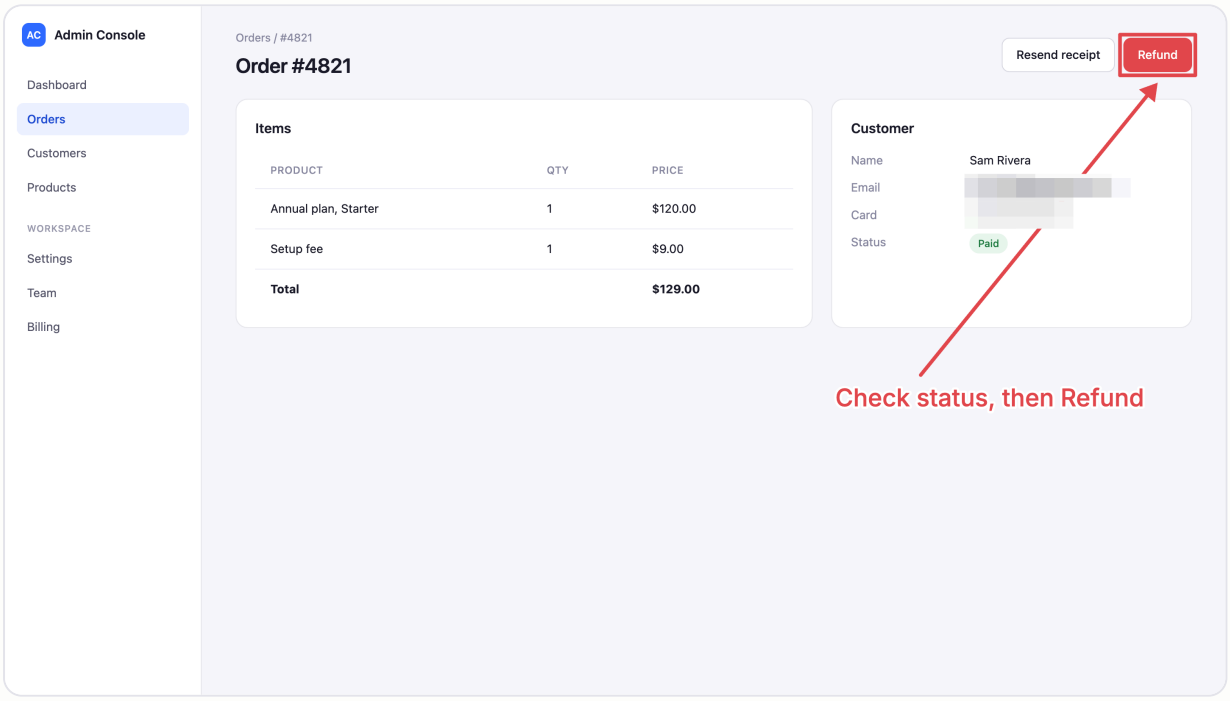
FLOW NAME

SOP-014 · Issue a customer refund

Step 02 / 04

2. Click Refund

Check the order is Paid and the total matches the ticket, then click Refund in the top right.



URL https://app.example.com/orders/4821

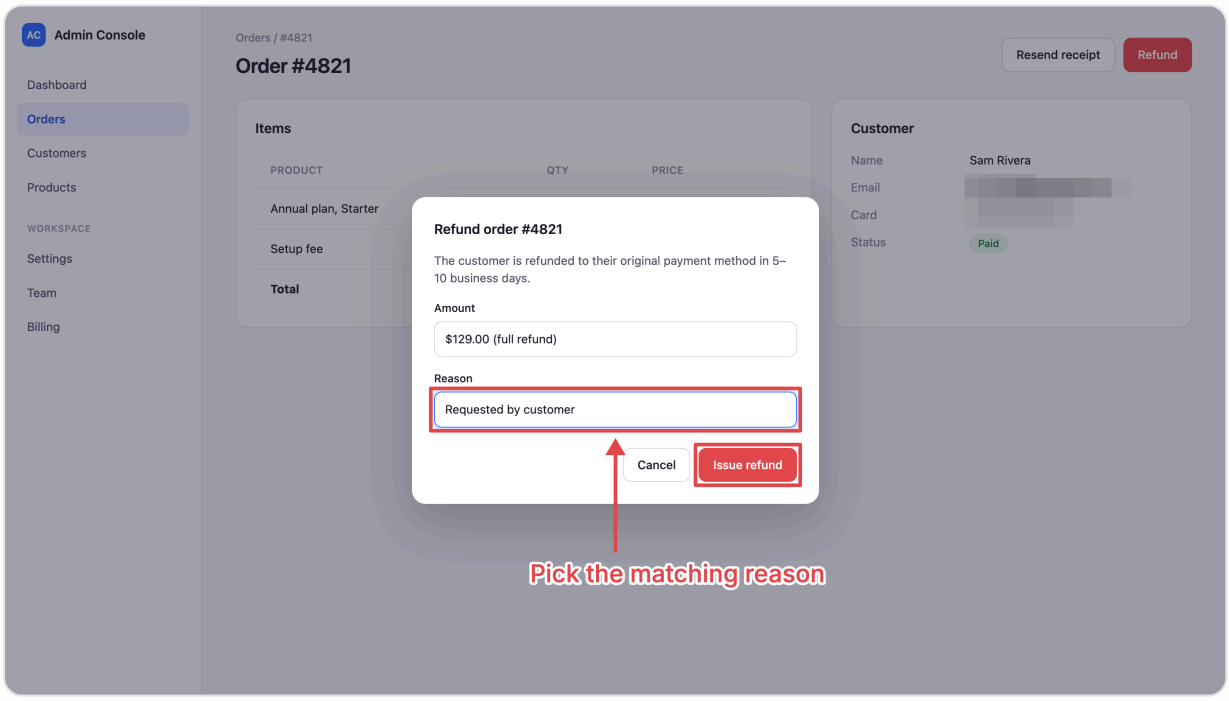
FLOW NAME

SOP-014 · Issue a customer refund

Step 03 / 04

3. Choose the amount and reason

Leave the full amount unless the ticket says otherwise. Pick the reason that matches the ticket, then click Issue refund.



URL https://app.example.com/orders/4821/refund

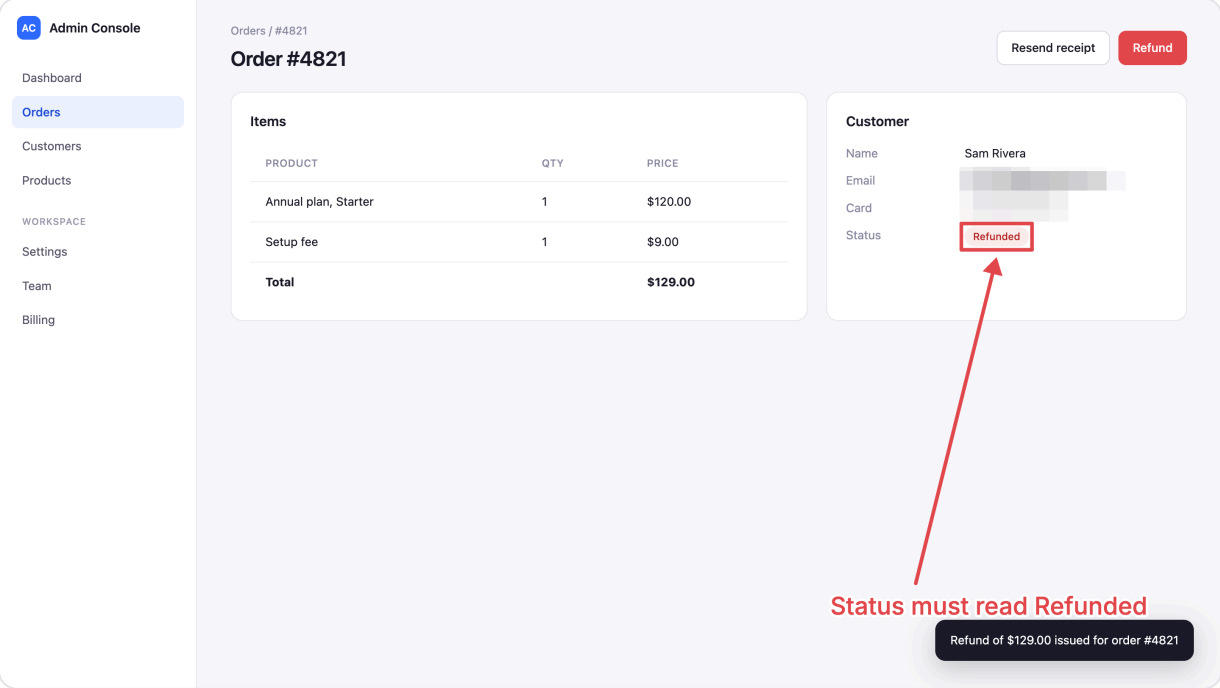
FLOW NAME

SOP-014 · Issue a customer refund

Step 04 / 04

4. Confirm the refund

The status changes to Refunded. Reply to the ticket with the order number and the 5–10 business day timeline.



URL https://app.example.com/orders/4821