

Refunds

This report will show a breakdown of company-wide refunds within a given period. It will also list the item(s) returned/cancelled, as well as a return reason, if one has been logged.

'Time Elapsed' records how much time has passed between the item being added to an order, and it being cancelled/returned.

'Payment Date' for pending payment (e.g. finance orders) will be taken as the date that the payment was completed

Refund Report

Source: Device: Store: Store user: Payment method: Specify dates from: to:

[Download report as CSV](#)

Important: This report uses the "payment date" and "payment values" - not the original order date, as these may be different.

Total refunded: £-2,608.57

Order	Date	Time elapsed	Amount Refunded	User	Refund Method	Reference	Items Returned	Return Reason
Z5455	18/11/2024	02h 38m	£-1.00	iconography	card		Jaby Chair Level 1	
Z5453	18/11/2024	00h 06m	£-15.00	iconography	other	refund	Test MTO Red	Damaged
Z5451	18/11/2024	3 days	£-15.00	iconography	other	refund	Test MTO Red	Damaged

Filters

This report may be filtered by:

- Payment Reference
- Source
- Device
- Store
- Store User
- Payment Method
- Date Range

Key to icons

 = download report

FAQs

FAQs for Payment Reports may be viewed [here](#).

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