How do I set my Refund Period?

24/10/2025 9:53 am AEDT

Overview

Your organisation's Refund Period determines the number of days after an online transaction is processed that your organisation can issue a refund for it. This can be set as between 1 to 365 days.

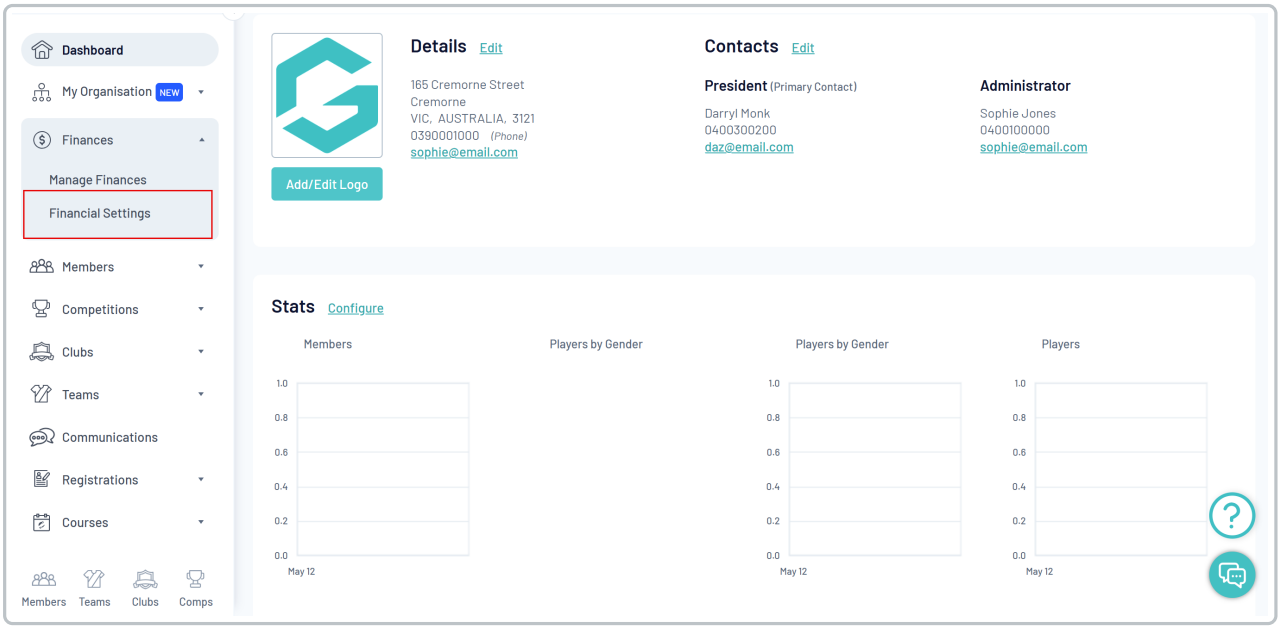
> **Note**: If left blank, your refund period will default to 30 days

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Step-by-Step

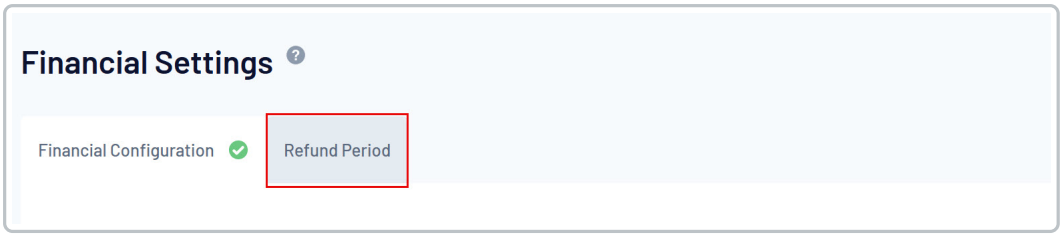
Step 1: Open your Financial Settings

In your left-hand menu, open the **Finances** menu, then click **FINANCIAL SETTINGS**



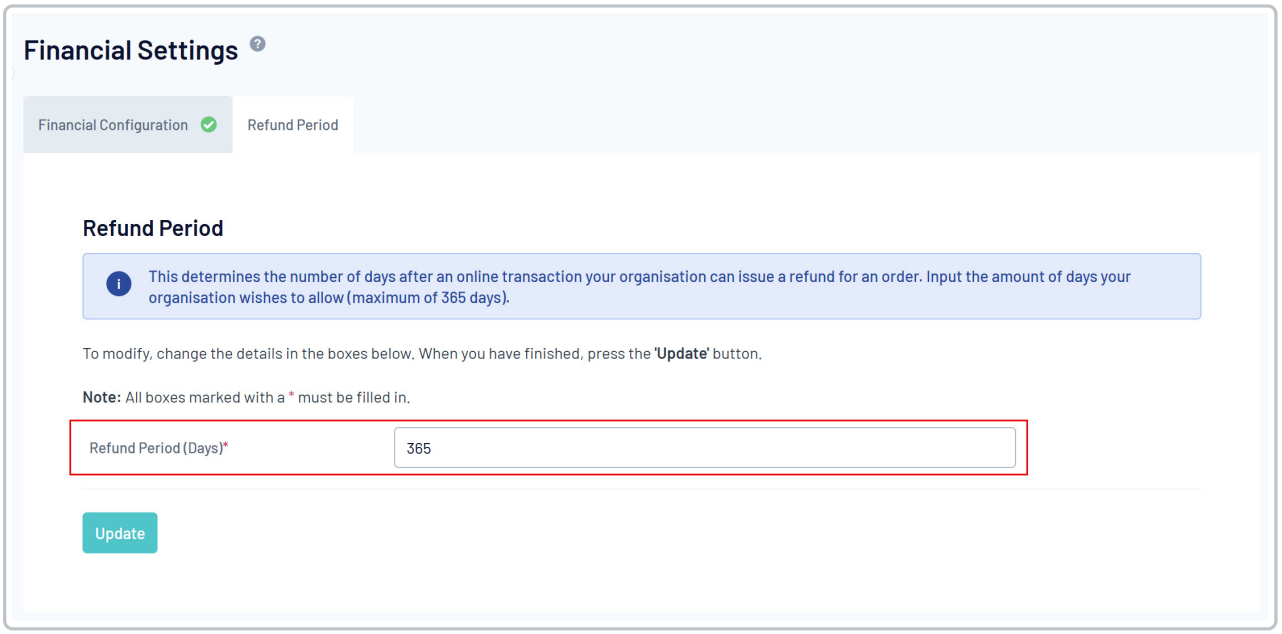
Step 2: Toggle over to the Refund Period tab

Select the **REFUND PERIOD** tab



Step 3: Set your Refund Period

In the **Refund Period (Days)** field, set your Refund Period, then click **UPDATE**



Watch

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