



How do I set my Refund Period?

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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

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

Financial Settings


Financial Configuration 

Refund Period

Step 3: Set your Refund Period

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

Financial Settings [?]

Financial Configuration 

Refund Period

Refund Period



This determines the number of days after an online transaction your organisation can issue a refund for an order. Input the amount of days your organisation wishes to allow (maximum of 365 days).

To modify, change the details in the boxes below. When you have finished, press the '**Update**' button.

Note: All boxes marked with a * must be filled in.

Refund Period (Days)*

365

Update

Watch

Your browser does not support HTML5 video.