

Question 9: How to Refund an Authorized Sale Transaction?

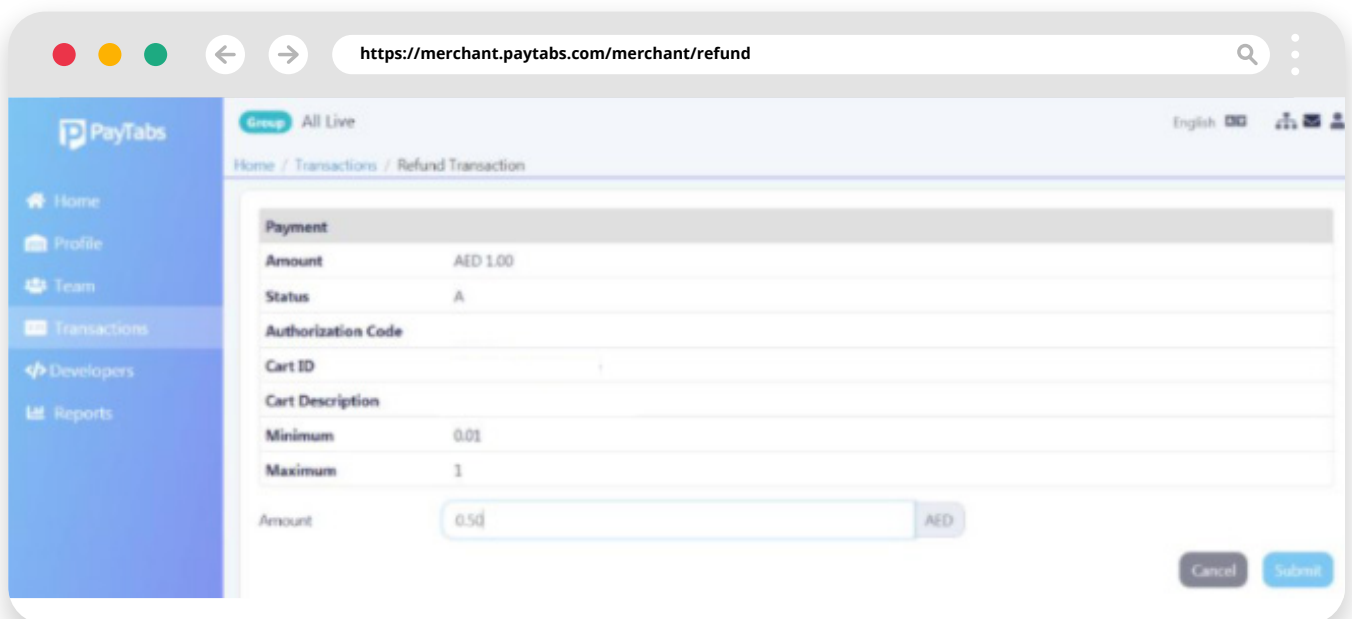
The refund process might take up to:

- 20 days for some banks
- 5 to 7 working days for (Credit card Visa or Master card)
- 10-15 working days for a debit card.

If refund is not received by the cardholder after 15 working days, please contact us; we can arrange for ARN.

Refunding an Authorised Sale Transaction

Indicate the amount to be refunded, to execute a refund request on an authorised transaction



The screenshot shows a web browser window with the URL <https://merchant.paytabs.com/merchant/refund>. The interface includes a left-hand navigation menu with options: Home, Profile, Team, Transactions (highlighted), Developers, and Reports. The main content area displays a 'Payment' form with the following fields:

Payment	
Amount	AED 1.00
Status	A
Authorization Code	
Cart ID	
Cart Description	
Minimum	0.01
Maximum	1
Amount	<input type="text" value="0.50"/> AED

At the bottom right of the form, there are two buttons: 'Cancel' and 'Submit'.

Users can only refund a transaction with an Authorised status. If there is a need to cancel a transaction that has an Authorised status, you may be able to issue a partial release or void instead.

