

# Returns

## Quick Reference Guide

Always refer to your company's Return Policy for eligibility and requirements. It's simple to restore funds to the customer's original payment method with the Afterpay Card. Here's how!

### In-store purchase

- 1 Identify any key information that your return policy requires you to confirm.
- 2 Follow your return process to prompt the card reader.
- 3 Direct the customer to tap their phone to the card reader and select their Afterpay Card from their digital wallet.
- 4 Refund complete! Afterpay will confirm with the customer that the return was successful.
  - Any remaining payments that the customer had due to Afterpay will be canceled.
  - Any payments already made to Afterpay will be restored in up to 10 business days, to the customer's payment method connected to their Afterpay Card.

### Online purchases

- 1 Identify any key information that your return policy requires you to confirm.
- 2 Follow your online return process to prompt the card reader.
- 3 There are three scenarios to refund the customer:

#### Scenario 1 Customer has the Afterpay Card set up in the Afterpay App:

- Direct the customer to tap their phone to the card reader and select their Afterpay Card from their digital wallet.

#### Scenario 2 Customer does not have the Afterpay Card set up in the Afterpay App:

- Direct the customer to download the Afterpay App and complete the one-time set-up to connect their original payment method used for their online AP purchase, to their new digital Afterpay Card.
- Direct the customer to tap their phone to the card reader and select their Afterpay Card from their digital wallet.

#### Scenario 3 The customer does not have the Afterpay Card and does not want to download the app and/or set up the Afterpay Card:

- Follow the refund options in your return policy for customers who do not have their original form of payment. Customers will continue to owe Afterpay any remaining payments.

- 4 Refund complete! Afterpay will confirm with the customer that the return was successful.
  - Any remaining payments that the customer had due to Afterpay will be canceled.
  - Any payments already made to Afterpay will be restored in up to 10 business days, to the customer's payment method connected to their Afterpay Card.



# Return FAQs

## What if the customer accidentally provides a different payment method for the return?

To mitigate this scenario, as a best practice, Afterpay recommends that you ask if the customer has the original form of payment used for the purchase. In the scenario that you or your customer have mistakenly refunded a different form of payment than the customer's Afterpay Card, the customer will continue to owe any remaining payments to Afterpay from their original purchase. These payments will continue to be paid automatically on the schedule the customer agreed to at checkout.

## What about price adjustments?

If a customer's item is eligible for a price adjustment on an Afterpay purchase, process the transaction like any other price adjustment with contact-less payment. When your system is ready, your customer will tap the Afterpay Card to the chip reader and Afterpay will apply the credit to the customer's original order amount to reflect the new purchase total.




## What if the customer has questions about returns with Afterpay?

We've got it! Direct them to Afterpay's Customer Support for the quickest resolution.

### Help Center

Find helpful FAQs and troubleshooting tips at [help.afterpay.com](https://help.afterpay.com)

### In-App Message

 >  Help >  Button in upper right