

Reversal of payment for the order and refund in the personal account

Cancellation of authorization (reversal) – the procedure for canceling authorization on a bank card prior to the formation of a financial transaction. The reversal operation is possible only before the end of the financial day (before the formation of the financial transaction). In a reversal transaction, points and money are returned in full for the original transaction amount.

Operation refund is a procedure for refunding funds to the buyer for a payment previously made in the online store using a bank card (after the formation of a financial transaction). The refund operation can be performed both for the full amount of the original operation, and for a partial amount.

Reversal of payment

To cancel the payment, use the «Cancel» button in the console. If the order was paid for with bonus points, the points are returned to the buyer's bonus account when canceling. In some cases, the refund of points may end in failure due to the lack of communication with the Loyalty Program system. In this case, you need to contact the Administrator.

Making refunds

If the order was paid for with bonus points, the total amount must be indicated for the refund (amount in money + amount in points). When performing a refund operation, the points are refunded to the buyer's bonus account. In some cases, the refund of points may end in failure due to the lack of communication with the Loyalty Program system. In this case, you need to contact the Administrator.