

Refund of payment

Partial or full refund of funds to the buyer's card in case of their refusal to receive the goods (services) or its return. The refund operation is performed after the funds are debited from the buyer's account. During the refund operation, it is possible to specify an amount less than or equal to the amount debited from the buyer's account. The refund amount is indicated in kopecks. The operation is applicable to orders in **Deposited** state.

The partial refund operation is available as many times as you like until the entire order amount has been refunded.

To make a refund, follow these steps.

1. Sign in to [personal account](#) (link leads to test server).
2. In the top bar, select **Orders**.
3. Use the [search form](#) to display the desired orders.
4. Click on the order number for which you want to issue a refund.
The order details page will be displayed.
5. In the panel that appears at the top, click on the **Refund** button.
The Refund Amount window will be displayed.
6. Enter the refund amount or leave the suggested one and click **Confirm**.
7. In the warning message box, click **Yes**, to continue.
If the refund is successful, a message will be displayed **Success**.
8. Click on **OK** to complete the procedure.
After that, the information about the payment goes to the section [Refunds](#) of personal account.