

Refund or cancel an order

Refund all or part of an order, or cancel it, and see what the customer is told and what happens to your stock.

Add-on [Online store](#)

Online stores are an add-on. If your site doesn't have one yet, ask us about adding it; we quote it in writing first.

A customer changed their mind, or something went wrong. You can refund part or all of an order, or cancel it outright. Check the order number and items before you confirm.

Refund an order

The **Refund Order** button works for payments taken through Stripe or PayPal. It sends the refund to the customer through that payment account.

1. Log in to your site editor.
2. In the side panel, click **Store**, then **Sales**.
3. Click **Orders**, then click the order.
4. Click **Refund Order**.
5. Click **QTY** next to each item you're refunding and choose how many.
6. To refund shipping too, turn on the **Refund shipping** toggle.
7. If you like, type a note in **Reason for refund**.
8. Click **Refund**. The screen shows the amount that will go back.
9. Click **Confirm**.

The order now shows **Refunded** or **Partially refunded**, with the refunded items, the refund details and your reason. The payment status on the **Orders** list changes to match.

Cancel an order

1. Open the order, as above.
2. Click the three horizontal dots and choose **Cancel Order**.
3. If the customer has already paid, the screen lets you refund them straight away or leave it for later. If they paid you in person or another offline way, you can mark the order as refunded, though the money itself is between you and the customer.
4. If you like, type a cancellation reason. Only you can see it.
5. If you track stock, check **Restock inventory when this order is canceled** to add the items back.
6. Click **Cancel Order**.

The order shows **Canceled**, and the customer gets an email saying so. If they're being refunded, that email says it too. Nothing is restocked when stock tracking is off, or when the product is no longer in your store.

If you don't use Stripe or PayPal

Refund Order isn't available for other payment accounts. Email us the order number and tell us how the customer paid, and we'll tell you what to do next.

Tips

- Decide your return rules before the first order. See [Add terms, returns and privacy pages](#) to your store.
- The cancellation reason is only for you; the customer never sees it. Use it as a note to yourself.

Need a hand?

If your site doesn't have this yet, ask us about adding it. We quote it in writing first, and nothing is billed unless you approve. Email hello@zossoz.com.

Already have a store and the refund button is missing? Email hello@zossoz.com with your business name and the order number, and we'll look into it. We reply within one business day. See [Request a change](#).

Related guides: [Find and manage your orders](#) · [Fulfill an order and add tracking](#) · [Track your stock](#) · [Connect a way to take card payments](#) · [Add terms, returns and privacy pages to your store](#)

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