Choose the Right Refund Workflow

Use an original-receipt refund whenever the original sale can be found. RepairNest POS can load eligible items and track how much of each line has already been returned.

Use a direct register refund only when your policy permits a return without the original receipt. Direct refunds require extra care because they begin from manually selected products rather than the original sale record.

Before either workflow, verify the customer, product, quantity, condition, serial or IMEI when applicable, refund amount, payment method, and employee authorization.

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