How to Refund an Item from the Original Receipt

Navigation: Review → Receipts.

1. Find and open the original receipt.
2. Open its three-dot actions menu and select **Refund**.
3. The eligible receipt items load into the register refund workflow.
4. Delete any cart lines the customer is not returning.
5. Adjust quantities only within the refundable quantity.
6. Confirm serialized items against the physical serial or IMEI.
7. Complete refund checkout and provide the refund receipt.

Items already fully refunded cannot be refunded again.

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