4. Refund, Close and Delete

Safely resolve unpaid, incomplete, refunded, completed, or erroneous repairs.

- How to refund or mark an incomplete repair
- How to close a completed repair
- How to delete a repair safely

How to refund or mark an incomplete repair

Use the close workflow to resolve a repair that cannot be completed or must return collected money.

1. Open the repair close or completion workflow.
2. Review whether the repair is paid and whether a balance remains.
3. Choose the supported incomplete, cannot-fix, or refund action.
4. Confirm the refund amount and payment method where required.
5. Record the reason and verify the final balance.

Confirm external card refunds in the processor. Do not use payment deletion as a substitute for a refund.

How to close a completed repair

1. Confirm all work, parts, and checklists are complete.
2. Verify repair status and device handoff.
3. Review total, payments, and balance due.
4. Collect required payment or follow the approved unpaid-repair action.
5. Select the close-and-return action.
6. Verify the repair shows closed and delivered as intended.

A repair may be fixed before it is paid or delivered. Closing should reflect the real operational and financial outcome.

How to delete a repair safely

Delete only duplicate, test, or truly erroneous repair records. Use status, refund, and close workflows for real customer repairs.

1. Open Repair List and identify the exact ticket.
2. Review customer, device, payments, invoice, parts, and status.
3. Resolve any external payment or inventory consequences first.
4. Select **Delete** and confirm.
5. Verify the record is removed.

Deletion can remove important operational history and may not reverse processor, accounting, or inventory activity.