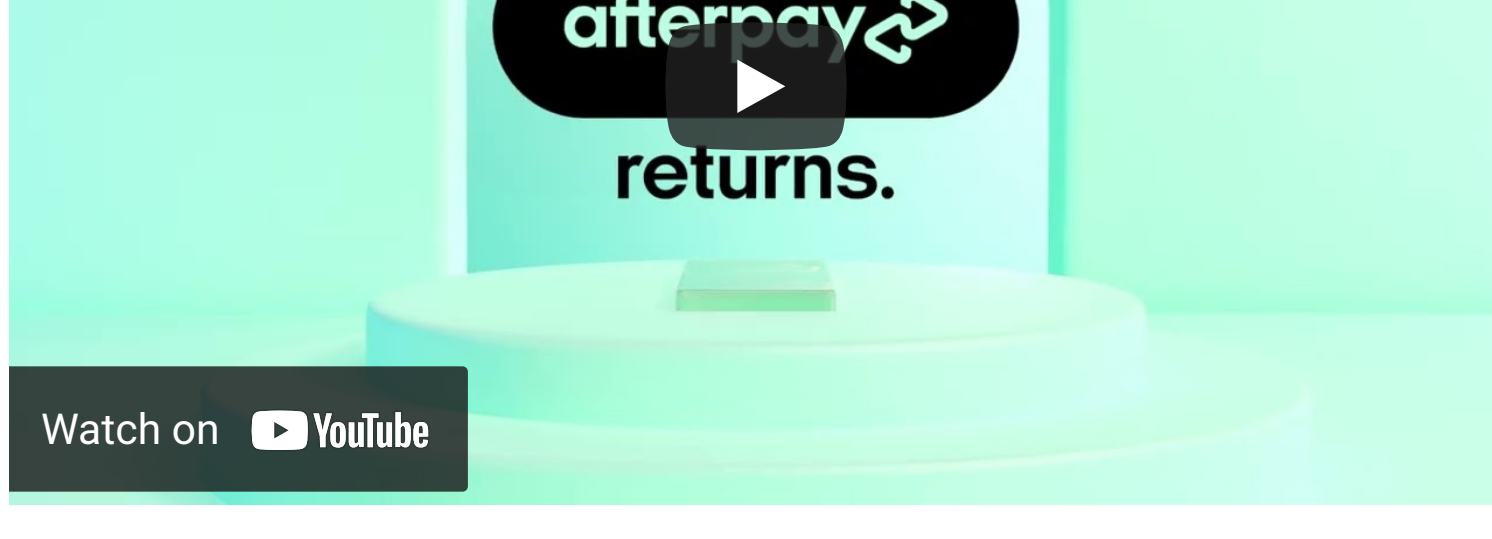


# How Do Refunds and Returns Work at Afterpay?

Updated · 1 month ago

## Articles in this section



## What should I do if my goods haven't arrived or have arrived damaged?

Any issues with the delivery of your order or condition of goods should be raised directly with the merchant. You can normally find a merchant's contact details on their website. If the merchant has provided their contact details to Afterpay, this information can also be found on the order details page within your Afterpay App.

## What if I want to return part of my order?

Returns are always subject to the individual merchant's policy, which can typically be found on their website or by contacting them directly. If you make a return and the merchant processes a refund, it will automatically be reflected in your Payment Schedule — further details are below.

## What happens to my payments when I refund an order?

In general, refunds are applied starting with your final payment and working backwards to earlier payments.

### Full Refunds

If you have returned an order in its entirety and the full amount of the order is refunded, any upcoming payments will be cancelled and any payments you have already made will be refunded back to the card you paid with.

### Partial Refunds

The same principles apply if you've returned a portion of an order and received a partial refund. Let's use the below example to show how this works.

Order #123456 totalled \$100, and the first payment of \$25 was made at the time of purchase.

Original Payment Schedule:

Order #123456	\$100.00	Payment Status
First Payment	\$25.00	PAID
Second Payment	\$25.00	Due in 2 weeks
Third Payment	\$25.00	Due in 4 weeks
Fourth Payment	\$25.00	Due in 6 weeks

The order total was \$100 & a refund of \$80 was processed.

However, prior to the second payment being made, items totalling \$80 were returned. After the \$80 refund was processed, the second, third, and fourth payments were cancelled. Additionally, the first payment was retroactively adjusted to \$20 and the \$5 balance was refunded back to the original card the payment was made with.

### Payment Schedule after the \$80 refund is processed:

Order #123456	\$100.00	Payment Status
First Payment	\$25.00	Adjusted to \$20 Refund back to card \$5
Second Payment	\$25.00	Cancelled
Third Payment	\$25.00	Cancelled
Fourth Payment	\$25.00	Cancelled

## Why am I still being charged when I have returned the goods?

After making a return, it may take several days for the merchant to accept the return and process a refund — especially if you've returned items via mail. Until the refund is confirmed and processed by the merchant, your original Payment Schedule with Afterpay will continue.

If you've made a return and would like to request that your next payment be pushed back by up to 2 weeks from the original due date in order for the merchant to process your refund, you can do so easily in the Afterpay app. Just follow the steps below:

1. From the Orders Details menu, select *Returning an Order*.
2. Choose whether the return is for a purchase made in-store or online.
3. Following the prompts, enter the order details as instructed.

If your request is successful, the final confirmation screen will include your updated Payment Schedule.

Please note that you'll only be able to make this request once per order. Additionally, if your refund still hasn't been processed by your next payment date and amounts remain due, you may have 2 payments due on the same day.

## Can I return goods in-store using Afterpay?

Please see our [returning goods in-store FAQ](#)

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