

YOUR PURCHASES

Get a refund

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How to get a refund

Please contact the store where you bought your item to request a refund. They can let you know whether a return is possible and how much the refund would be, according to their own return policy.

After they process the refund, the refunded amount will return to your original payment method within 3-10 business days, and your balance will be updated.

Payments

While you're waiting for your refund, please continue to make any payments that are due.

Refund less than balance

If your refund is less than your total purchase balance, it might not lower your next payment. Instead, you can expect fewer payments, a smaller final payment, or both.

Refund more than balance

If your refund is more than your purchase balance, the difference will be returned to your original payment method within 3–10 business days.

[Your purchases](#)

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