Refunds, and why the card fee isn’t returned

Give money back from the invoice. HQ shows you the card fee you lose before you confirm.

Steps

1. Open the invoice and press Give money back.
2. Choose how much and why.
3. Read the warning about the card fee, and confirm.

Good to know

When you refund, Stripe keeps the processing fee it took on the original payment. HQ shows roughly how much that was before you press the button.

The money goes back to the customer’s card. It can take a few days to appear.