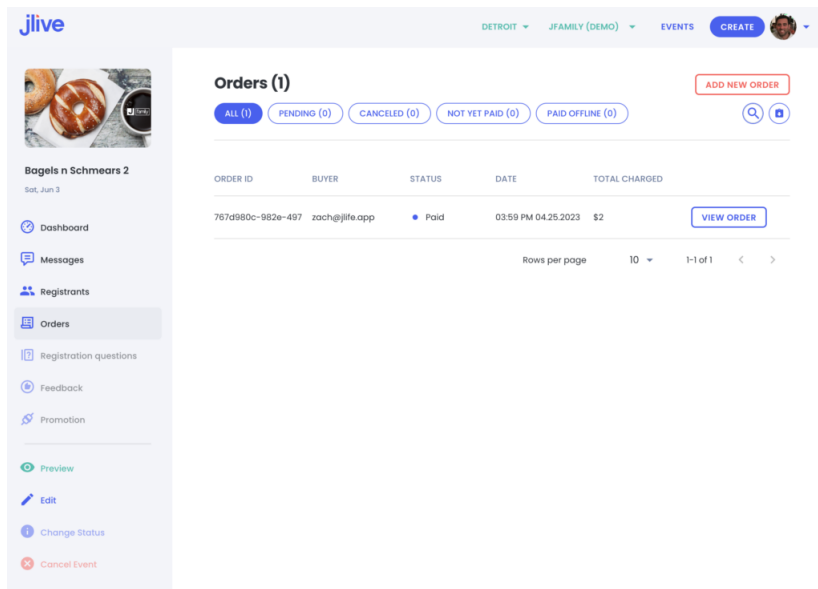


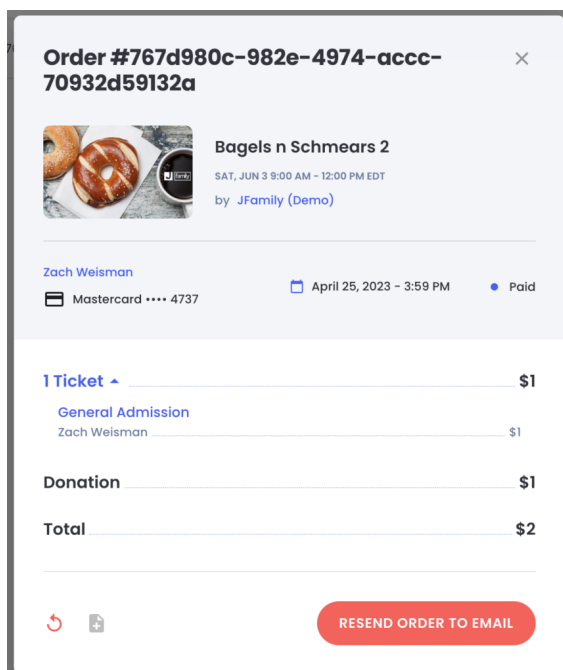
# Issue Refunds

Its easy to issue a Full refund to the purchaser of a given order. The Buyer will receive 100% of their money back. Also, your organization will receive the Stripe Processing fees back.

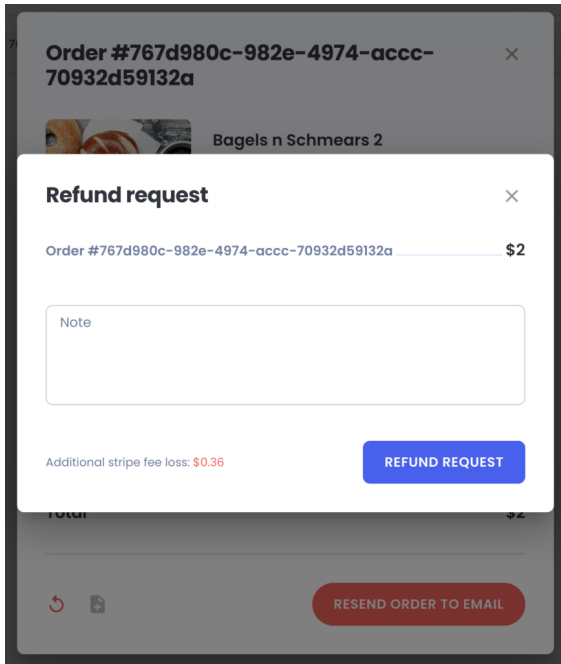
To issue a refund, simply visit the /Orders page



Then click on “View Order”



Then click the Refund Order button in the bottom left corner. Here you will be asked to leave a note indicating the reason for the refund.



## Partial Refunds

Partial refund requests should be made to [support@jlive.app](mailto:support@jlive.app).

## Customer refund processing time

Stripe submits refunds to your customer's bank immediately. Depending on the bank's processing time, it can take anywhere from **5-10 business days to show up** on your customer's bank account.

[Where is my refund?](#)

[No refund credit on customer statement after ten business days](#)

## Refunding Donations

It is not possible to issue Refunds through Jlive on Orders that have Donations.

If this must be done, then please reach out to [support@jlive.app](mailto:support@jlive.app) for a special request to see if there is something else that can be done.

[Refund Processing Time](#)

# Customer refund processing time

Stripe submits refunds to your customer's bank immediately. Depending on the bank's processing time, it can take anywhere from 5-10 business days to show up on your customer's bank account.

## Additional Information

- In some cases, the refund might be processed as a [reversal](#), meaning the original payment will disappear from the account statement entirely and the balance will reflect as though the charge never occurred.
- If your customer does not see the refund after ten business days and they are still seeing the original charge on their bank statement, they should reach out to their bank for more information.
- If there is further difficulty in processing the refund, [contact Stripe Support](#).

## No refund credit on customer statement after ten business days

If a refund is submitted not long after the original charge occurred, the refund may be processed as a **reversal**. This means that the original charge will drop off the bank statement altogether, as if it never occurred, and the bank account balance will adjust to credit that money back without a specific line item on the statement.

If you issued a refund and your customer is reporting they have not seen it after [ten business days](#), ask them to look for the original charge on their bank statement. If they do not see the charge on their statement, it was reversed and the refund is complete.

If they still do not see a credit and still see the original charge after ten business days, they should reach out to their bank for more information.