



## How to manage refunds

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If you receive a refund request from a buyer, follow these steps to handle it:

Go to the main menu in seller mode and click on the "Refund" section.

You'll be redirected to a list of refund requests. Click on the specific request to view details such as the order information and the reason for the refund.

Review the reason provided by the buyer for the refund. You have the option to accept or reject the refund request.

If you choose to reject the request, provide a reason for the rejection that will be communicated to the buyer.

If you accept the request, confirm the request and specify the amount to be refunded.

Once you've accepted the request, the buyer will provide tracking details for the returned package. You'll be able to view these details in the same section.

Once you receive the refunded order, confirm it on the Refund Request page by clicking the "Received" button.