Process a customer refund

Field	Value
SOP no.	SOP-012
Version	1.2
Date	2026-10-05
Owner	Support manager
Approver	Operations director
Next review	2027-04-05

1. Purpose

Refund approved returns within two working days and for the right amount, so that customers are not charged for goods they sent back.

2. Scope

- Applies when: an order from the online shop was paid by card and the return has been received.
- Does not apply when: the order was paid by bank transfer (follow SOP-014) or the return has not arrived yet.

3. Responsibilities

Role	Responsibility
Support agent	Processes the refund as described here
Team lead	Approves refunds above 200 USD
Support manager	Keeps this SOP current

4. Prerequisites

- Access to the order system with the role "Support"
- The return confirmation from the warehouse
- The customer's order number

5. Procedure

1. Open the order system and search for the order number.
2. Open the order and check that its status is "Return received".
3. Click Refund.
4. Select the returned items. The refund amount fills in on its own.

5. If the amount is above 200 USD, click Request approval and wait for the team lead.
6. Choose the refund reason the customer gave and click Confirm refund.
7. Send the customer the refund confirmation email from the order page.

6. Checkpoints

□ The refund amount does not exceed the amount paid.
□ The order status changed to "Refunded".
□ The confirmation email shows in the order history.

7. Error cases

Situation	What to do	Who to tell
The Refund button is grey	The return is not booked in yet. Ask the warehouse to confirm it.	Warehouse channel
The card refund is rejected	Do not try again. Open a payment request with the order number.	Finance team

8. Related documents

- SOP-014: Refund by bank transfer
- Work instruction: Check a returned item

9. Revision history

Version	Date	Changed by	Change
1.2	2026-10-05	Support manager	Approval limit raised to 200 USD
1.1	2026-06-12	Support manager	Added the rejected card case
1.0	2026-02-03	Support manager	First release