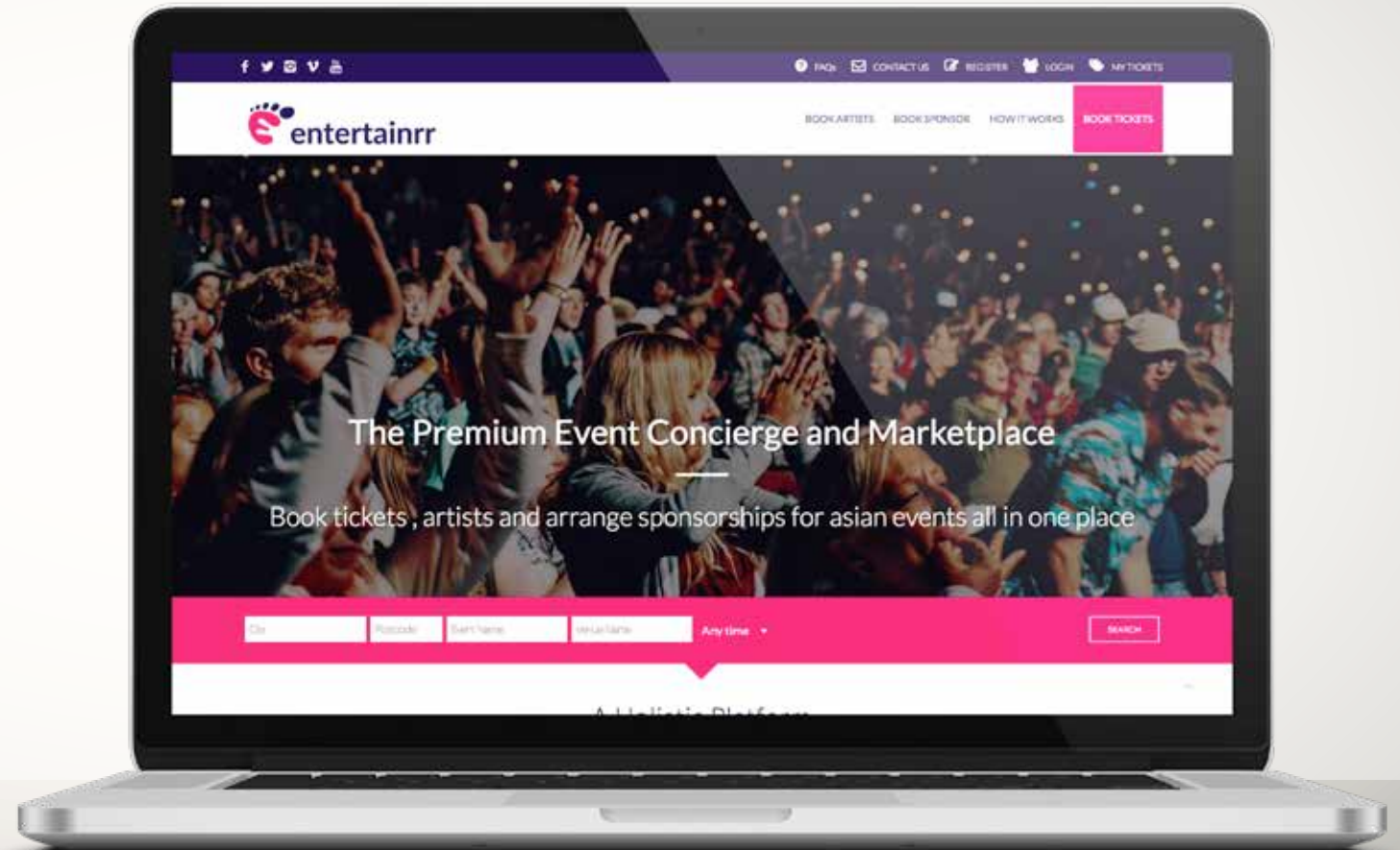




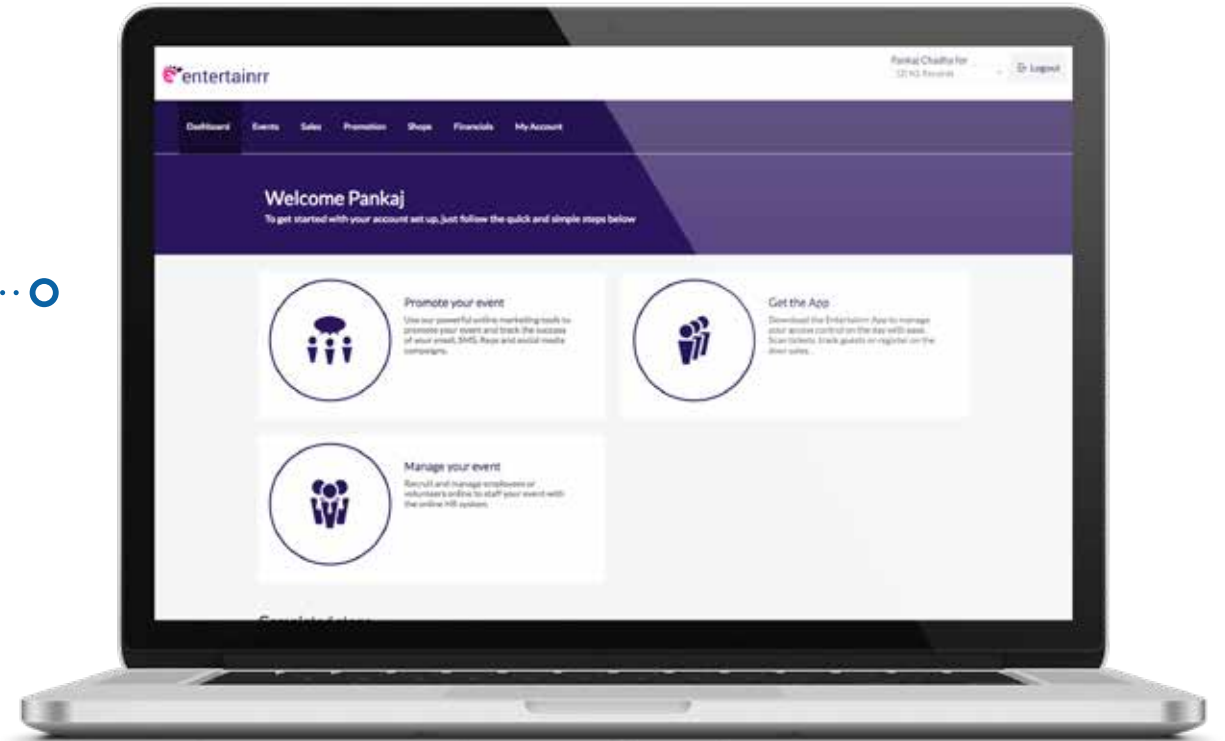
Processing Refunds



You will learn how to...

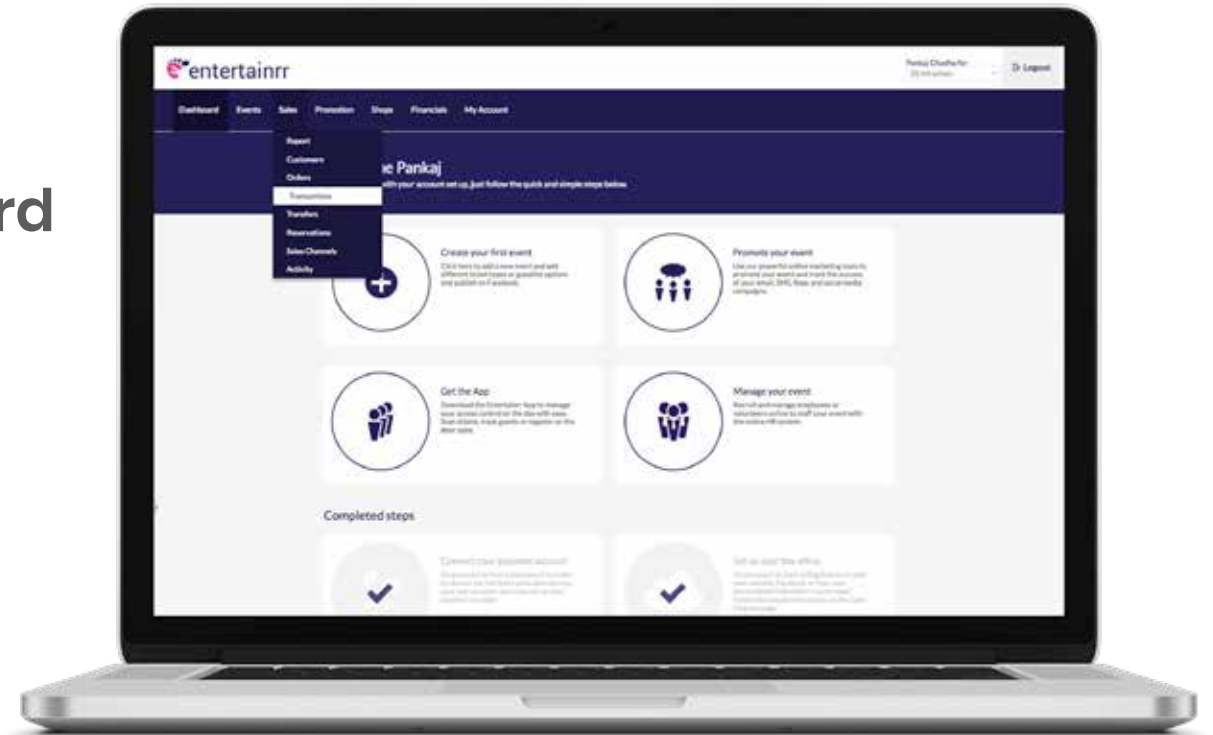
**Process a
refund within
entertainrr**

3 Minutes



1. Process a refund within entertainrr

- Log in to the entertainrr dashboard via admin.entertainrr.com
- Select **Sales > Transactions**



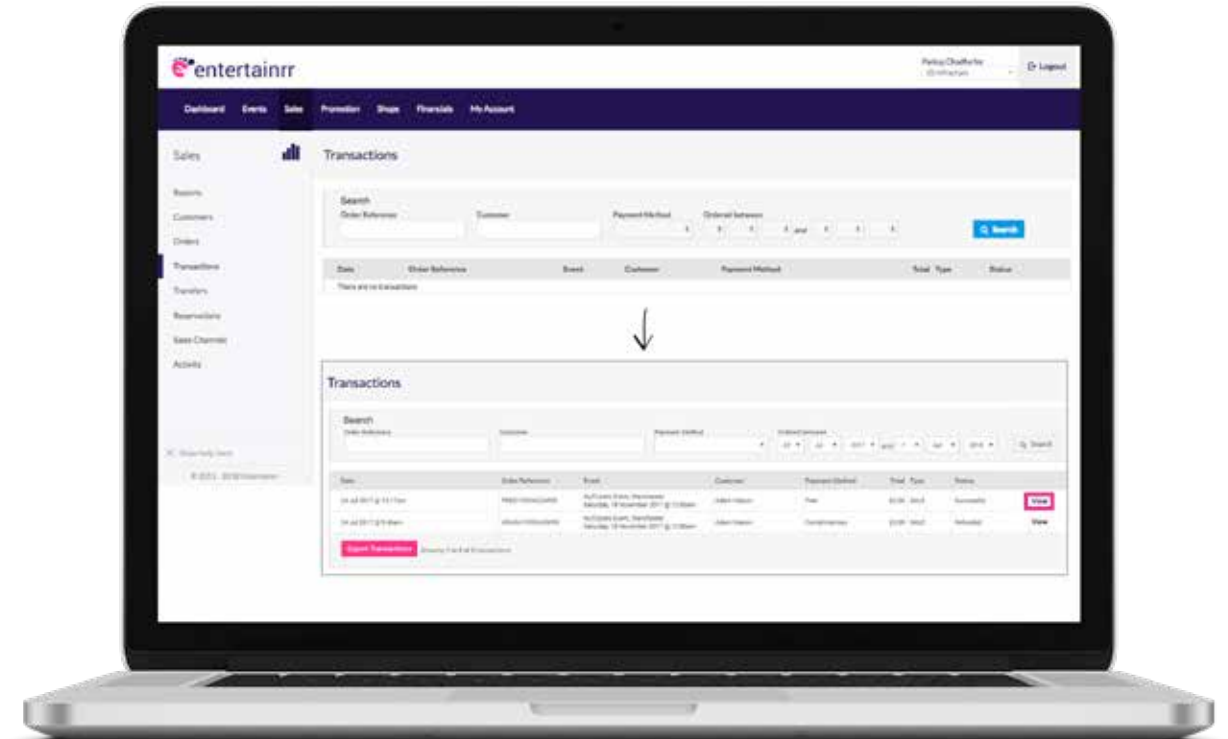
- To narrow down your transaction list **use the search function**

- Press “Search”

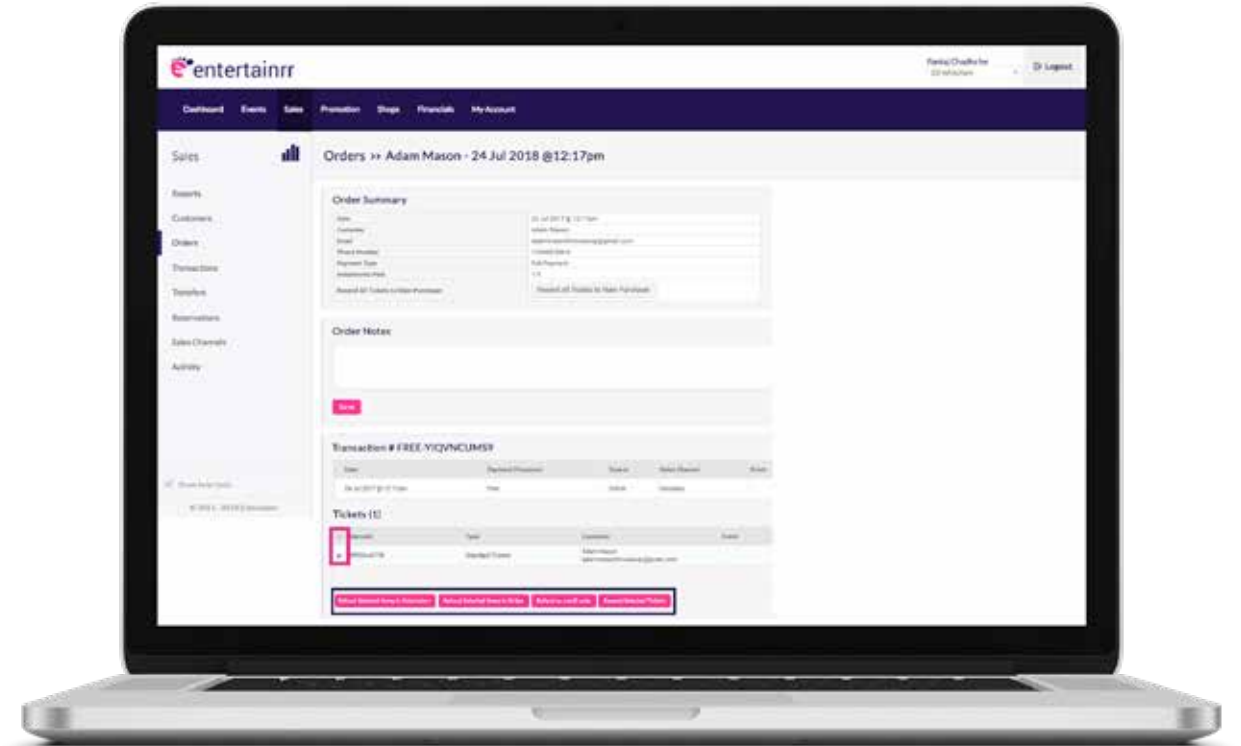
THEN

- **Locate the transaction** you wish to refund

- Press “View”



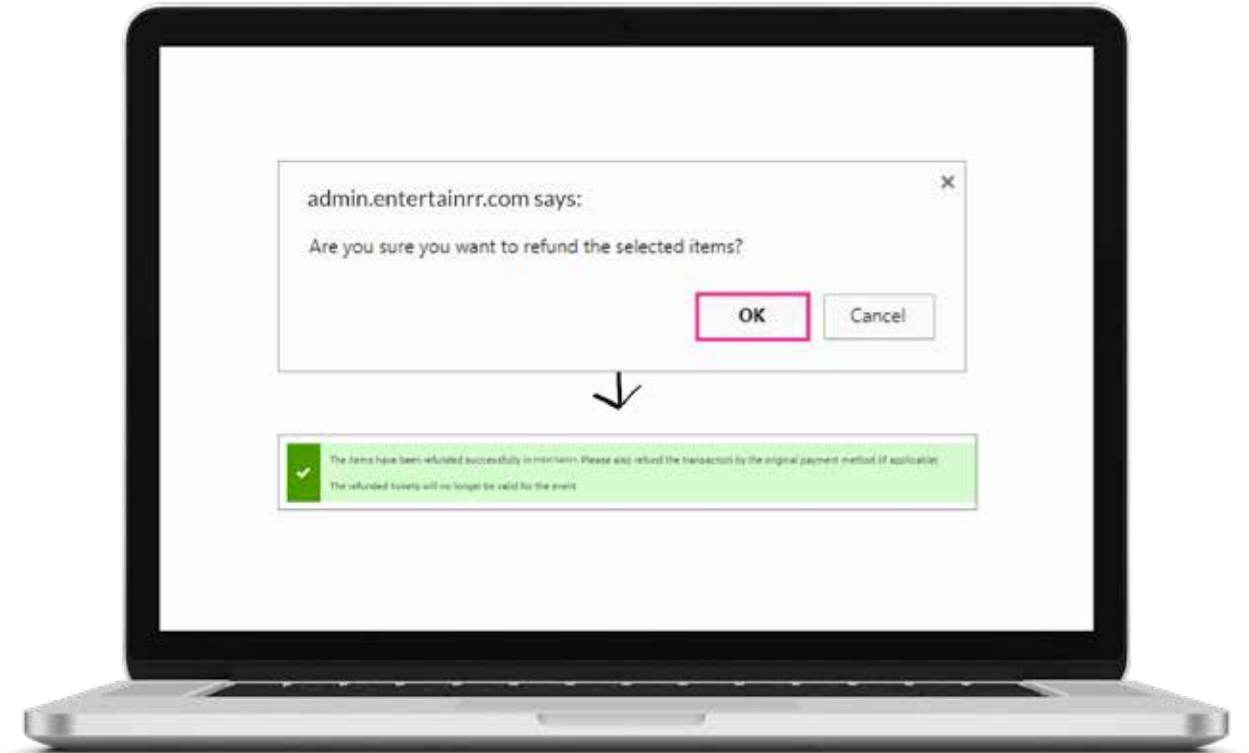
- Use the tick boxes on the left of the page to **select the items you wish to refund**
- When you are finished selecting the items to be refunded, **select your “Refund method”**

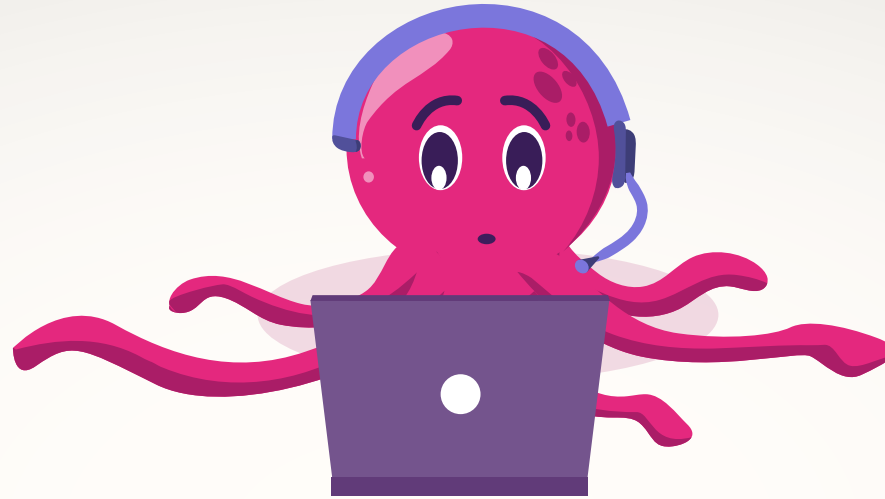


- Refund Selected Items in Entertainrr will **void** the **ticket/item only** (1)
- Refund Selected Items in Stripe (or payment gateway). Will **void** the ticket and **refund to the customers bank account** (2)
- Refund as **“credit note”** will credit the customers Entertainrr account. This can be redeemed against tickets that have a credit value loaded (3)
- **Resend Selected Tickets”** will email the selected tickets to the customer (4)



- A pop up box will appear, **press “OK”** to confirm you wish to refund the items





Thank You

**If you've got any more questions
drop us a line or call:**

📞 **0800 368 7709** Mon-Fri (9:30am – 5:30pm)

✉️ **support@entertainrr.com**