HOW TO PROCESS A REFUND

To refund a ticket purchaser, find the order under the *Order List* within the event or within the *Reports* tab → *Order List*

Full Refunds
Purchasers receive a full refund that includes both the ticket face value + fees. This means that the school/organization will be responsible for paying any applicable fees, which will be deducted straight from the Stripe payout or account.

Partial Refunds
Purchasers receive a refund for the face value of the ticket only. This means that the purchaser stays responsible for the applicable fees.

Price Adjustments
To refund a specific dollar amount for an order, you may conduct an adjustment. Please note that the price adjustment amount is per item selected.

Bulk Refunds
If you need to refund an entire event, bulk refunds will refund ALL orders associated with the event that were made by credit card only. All other payment types (cash, check) must be refunded by the user.

You can search for the order by name, e-mail, phone, last 4 digits of the credit card or transaction ID

1) Find the order within the *Order List* within your Event or under the *Reports Tab → Order List*

2) Click on *Order Details* next to the order you are looking to refund/adjust

HOMETOWN | Training & Enablement

Order #11411

Return To Order List

Order #	11411
Time	04/03/2024 2:00:35 PM EDT
Customer	HomeTown User
Address	
E-mail	fansupport@hometownticketing.com ✎ Edit
Phone	1234567890 ✎ Edit
Payment Info	Credit Card, MasterCard ••••
Billing Zip	44067
Sales Account	Default
Transaction ID	
Status	Complete
Customer message	None

Items

Qty	Description	Unit Price	Total Price
1	General Admission	$5.00	$5.00
		Grand total $5.00	$5.00

⌐3¬

✖ Void entire order   ↺ Refund charge...

No products listed for this order.

Tickets

⬇ Download all tickets   ✉ Re-send receipt e-mail   💬 Send tickets by text

Ticket ID	Description	First Name	Last Name	Phone	Actions
128483998615	HomeTown vs Opponent – Softball HomeTown Stadium 04/05/2024 7:00 PM EDT General Admission	HomeTown ✎ Edit	User ✎ Edit	1234567890 ✎ Edit	✖ Void ticket

3) Locate the red button that says **Refund Charge** - once selected, a window will open for you to choose your refund type

4) Select **Submit Refund** to process a Full Refund

5) By selecting **Partial Refund**, you will then need to select each ticket to refund/adjust

Refund charge ✕

◉ Full refund
  ☑ Also void order & items
○ Partial refund ⌐5¬

⌐4¬ **Submit Refund ›**

Tickets

Download all tickets | **Re-send receipt e-mail** | **Send tickets by text**

Refund	Ticket ID	Description	First Name	Last Name	Phone	Actions
☐	128483998615	HomeTown vs Opponent – Softball HomeTown Stadium 04/05/2024 7:00 PM EDT General Admission	HomeTown 🖉 Edit	User 🖉 Edit	1234567890 🖉 Edit	✖ Void ticket

6

● Refund Items
○ Price Adjustment
☑ Also mark order & items as void

Submit Refund ❯ **7**

8
Refund Items
● Price Adjustment

Price Adjustment   **9** $ | 1.00

10
Submit Refund ❯

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6) Check the box next to each Ticket ID you would like to include in your Partial Refund

7) Select **Submit Refund**

Price Adjustment

8) Switch the default select from Refund Items to **Price Adjustment** and check the box next to each ticket you would like to include (*keep in mind that the boxes will move up to live under the "Items" heading*)

9) Enter the **Price Adjustment Amount** (amount is per item selected)

10) Select **Submit Refund**