primeiro pay

HOW TO DO A REFUND

Login using your credentials

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Click 'Transactions'

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Type in the' Date (From – To') and 'Search' to show all transactions during the period, or...

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...you can choose a filter such as 'Transaction ID' to display a specific transaction:

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Click on the transaction – a new window will open with the details of that transaction

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Click on the 'Actions' Tab

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Click on 'Refund' to perform a refund of the total amount, or...

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...select the option 'Other Amount' and type in the total value (click 'Refund' afterwards).

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A confirmation screen will show up (just click 'Submit' to confirm the refund).

PRIMEIROPAY S.A.R.L.

7 Rue Robert Stuemper
2557 Luxembourg

info@primeiropay.com

BRAZILIAN OFFICE:

Rua Gomes de Carvalho, 621
7th floor – room 07
CEP: 04547-002
Sao Paulo, Brazil

brasil@primeiropay.com

KOREAN OFFICE:

A-14, 5F, Teheran-Ro 441
Samseong-Dong, Gangnam-Gu
Seoul , Korea

korea@primeiropay.com