Processing a Refund After Items Have Been Returned:

1. Login to the **Sales** side of Agile.

2. Click the **Maintenance** icon.



3. Pull up the order record in Maintenance. (For more information, see [Order Maintenance: Viewing a Specific Order.](https://support.agiletix.com/hc/en-us/articles/204477924-Order-Maintenance-Viewing-Specific-Orders-or-Last-Orders-Sold-or-Maintained))

2. Click the **Refund** icon.



3. The **Customer Refund** window will appear. Choose your **Buyer Type** from the drop-down menu.



4. Enter the amount to be refunded in the **Refund Information** box below. Select the **Payment Method** of the refund and enter all the listed credit card details. Click **Submit Refund** to finalize.

