**Procedure Debit & Credit refund**

**Refunds will only be applied with a receipt and product in original undamaged packaging**

*On credit/debit machine*

-press 2

-enter password 1234567F

-enter refunded amount

-insert customers card, press enter

-pass terminal to customer for their pin acknowledging the refund, it will approve and print out the receipt

**Store Credit**

*If a store credit is issued, it will already be documented in the designated book*

-Customer info: Name, address, credit amount issued, and reasoning.

-when inputting into the register, type the transaction as usual, hit subtotal, and apply the credit by typing the total and pressing the coupon button.

*ex. If a customer has a credit for $70.00 & the total of the purchase order is $50.00 you would type $50.00 “coupon” and update the book to $20.00 credit remaining. If the customer has a $50 credit and the total is $70, apply the $50 and then the customer is responsible for the remaining $20*

-document in the book if credit was used, or credit remaining, and write your initials.

*Example*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name** | **Address** | **Credit Amount** | **Reasoning** | **Credit Remaining or Credit used** | **Staff initials** |
| *Jane Doe* | *1368 Highway 7, Peterborough* | *$75.00* | *Rain barrel cracked returned without receipt* | *$15.00*  *Or no credit remaining* | *SL* |

Signed:

Name (print) Title Signature Date

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