



A basic guide to Refunds:

Section One - Issuing a refund

Section Two - A note on refund calculations



Issuing a refund

Refunds

Hi there!

Ask seller a question

Subject:

Refund for order 6034 - Vintage Darth Vader

Your message:

I recently purchased this item from your shop realised I already had one!
Can I please have a full refund?
Thanks

Send



With this feature you can **refund** an order either in full or in part and include or exclude return shipping as per your shop policies. The process is simple and is outlined below:

Requesting a refund starts with a Buyer and Seller negotiation. The Buyer can initiate a refund request by contacting you through **Contact Seller** on your **Digjack Shop** page. If you receive a refund request you should ask the Buyer for the specific order number, the item from the order requiring a refund and the reason for requesting it.


Issuing the refund

← Orders

Order#6034 → Order Items

Item	Cost	Qty	Total	Tax
 Vintage Darth Vader _reduced_stock: 1	\$20.00	1	\$20.00	\$1.80
 Free Shipping			\$0.00	\$0.00

Discount [?]:	\$0.00
Shipping [?]:	\$0.00
Tax:	\$1.80
Order Total:	\$21.80
Refunded:	-\$0.00

Issue Refund 



If, after viewing the Buyers request, you agree to a refund you will issue the refund from the **Orders** page in your **Shop Manager**.

To do this, go to your **Shop manager** and **Orders**. Click on the order which requires the refund. Then click on **Issue Refund** (highlighted with red arrow, left).

Issuing the refund

← Orders

Order#6034 → Order Items

Item	Cost	Qty	Total
 Vintage Darth Vader _reduced_stock:1	\$21.80	1 <input type="text" value="1"/>	\$21.80 <input type="text" value="\$21.80"/>
 Free Shipping			\$0.00 <input type="text" value="0"/>


Restock refunded items:

Amount already refunded: -\$0.00

Total available to refund: \$21.80

Refund amount:

Reason for refund (optional):



You can enter all details here including: Quantity, Total, Refund amount, and Reason for refund.

After filling in the required details, click on **Submit Refund** (highlighted with red arrow, left).

Issuing the refund


← Orders

Order#60

digjack.com says

Are you sure you wish to process this refund request? This action cannot be undone.

Cancel OK

Item	Quantity	Price
 vintage Darth vader	1	\$21.80
Free Shipping	0	\$0.00

Restock refunded items:

Amount already refunded: -\$0.00

Total available to refund: \$21.80

Refund amount: \$21.80

Reason for refund (optional): Buyer had already purchased product

Submit Refund \$21.80 Cancel

Next, you will see a **pop-up alert** mentioning the fact that you are refunding. Clicking on the **OK** button will complete the refund process. Otherwise you can select the **Cancel** button to decline the process.

From here the process is automatic with the refund amount being transferred to the buyer account using **Stripe** secure payments.

Issuing the refund

Your Digjack - The coolest place to buy and sell toys and games online!

Order Refunded: 6034

Hi Luigi,

Your order on Digjack - The coolest place to buy and sell toys and games online! has been refunded. There are more details below for your reference:

[Order #6034] (July 17, 2019)

Product	Quantity	Price
Vintage Darth Vader Vendor: Sabrinas Shop	1	\$20.00
Subtotal:		\$20.00
Shipping:		Free Shipping
Payment method:		Stripe Credit Card Payments
Order fully refunded.		-\$20.00
Total:		\$20.00 \$0.00

Digjack will automatically send an email to your buyer letting them know a refund has been issued.

Issuing the refund

On the order page: you can now change the **Order Status** to **Refunded** from the drop-down (as indicated by red arrow, right).

And, for future reference, you can also **Add Note(s)** to the order (as indicated by red arrow, bottom right).

General Details

Order Status: **Refunded** [Edit](#)
Order Date: July 19, 2019, 4:26 pm

Order Notes

Order status changed from Completed payment to Refunded
added 3 days ago [Delete note](#)

Order 6034 payment **completed** via Stripe on (Charge IDs: ch_1ExyugB1y5AODh4og)
added 3 days ago [Delete note](#)

Stock levels reduced: Vintage Darth Vader (#5960) 49→48
added 3 days ago [Delete note](#)

Add note

Refunded in full

Add note

Customer note

Select from the drop-down above to make the note either private or visible to the customer

Tracking Number



Refund calculations

A note on refund calculations

At **Digjack** we calculate our fees on order totals including item costs and shipping, so this will be reflected in your order when making a refund – either in-full or partial. This is outlined in the examples below:

Full Refund: Item(s) worth £60 + £10 shipping = £70

When refunding a full order, the **Digjack** fee of £2.73, or equal to 3.9% of the total item(s) value + shipping, will be included in the refund, leaving you (the Seller) with a balance of zero on that order. In other words, our 3.9% **Digjack** Seller's fee will be returned by us and included in the refund.

Partial Refund: Item(s) worth £60 + £10 shipping = £70

If Seller and Buyer agree on a partial refund for an item in the order worth £20, reducing the original order total to £50, the **Digjack** fee will be reduced proportionate to the refunded amount and included in the refund. So, with a revised order total of £50, a Digjack fee of 78p or equal to 3.9% of the refunded amount (in this case £20) will be returned by us and included in the refund.

Note: In both scenarios (full or partial refund) The credit card payment processor does not refund the original order processing fee. The original 1.4% + 20p order processing transaction fee on the order total (item+shipping) will still apply.

Digjack

always collectable