How to refund with Afterpay Card in-store.
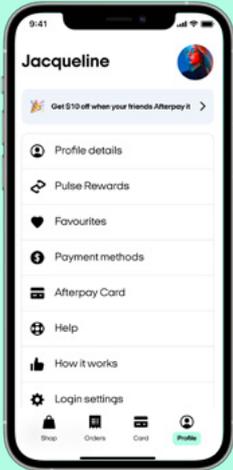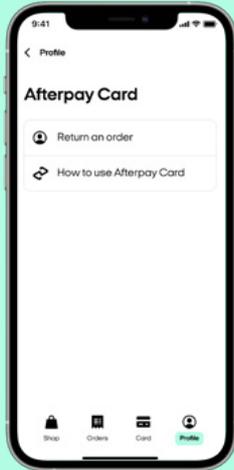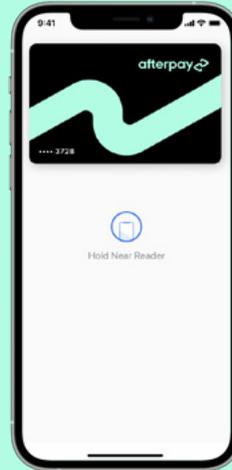
afterpay

 Pay   G Pay

The Customer accesses 'Afterpay Card' in their Profile tab.

The Customer then selects 'Return an order'.

This will launch the screen to select Apple Pay or Google Pay.

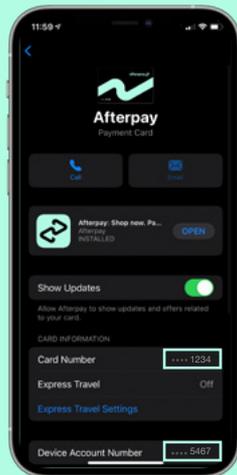Once the Customer makes their selection, they are ready to tap.

After they have successfully tapped their Afterpay Card they will be notified.

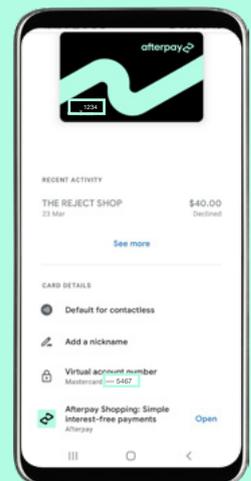# How to confirm the Card 4-digits.

Apple devices.

1. Open the Settings app
2. Scroll down to Wallet & Apple Pay
3. Tap the Afterpay Card

Android devices.

1. Open the G Pay app
2. Tap the Afterpay Card
3. Numbers are displayed on the card or as Virtual account number

Remember: You process the refund in your POS the way you would for any other credit/debit card.
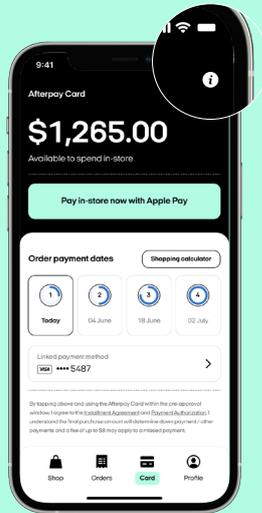
What if I'm asked for a PIN?

Some Eftpos Terminals have been configured to require a default PIN code, or a Card specific PIN code once the refund value reaches a certain amount.

For example, in some cases you may need to enter '0000' or '1111' as the default PIN code.
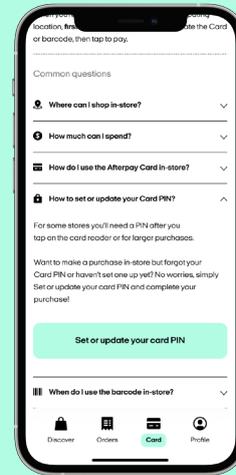
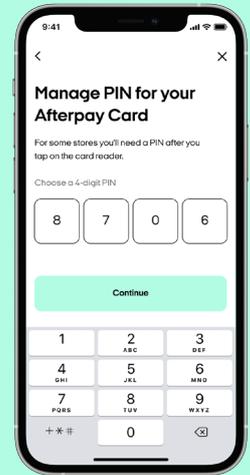In other cases the customer may need to set up a PIN code for their Afterpay Card as follows:

The Customer taps the info button at the top-right of the 'Card' tab
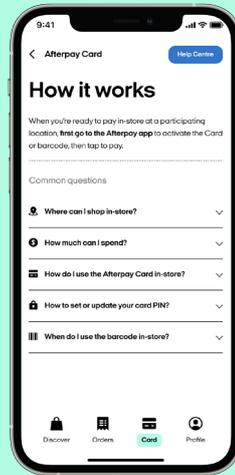
The Customer then selects 'How to set or update your card PIN?'

Then they tap the mint button 'Set or update your card PIN'

The Customer chooses a 4-digit PIN for their Afterpay Card. Note they will need to enter it twice to confirm
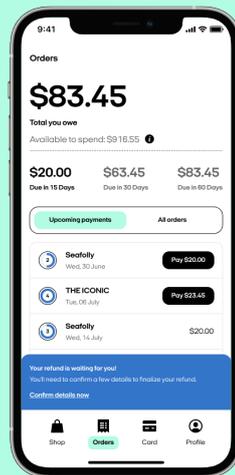
How long will it take the customer to receive their refund?

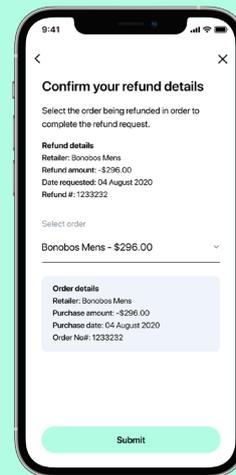Refunds typically take 3-5 business days to reach the customer's account.

They will be notified by email/SMS and in-app that they have a refund pending and may need to follow the process to allocate the refund to their original order.
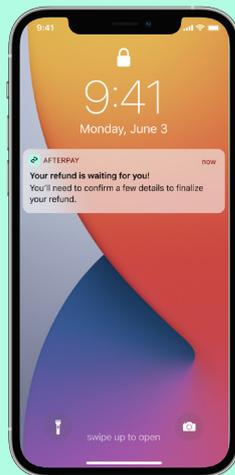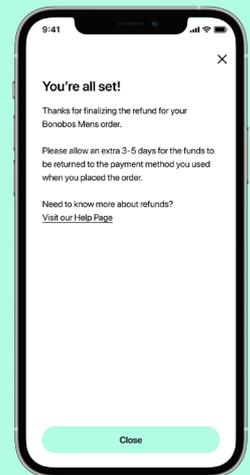

The Customer is notified by SMS and email that they have a refund pending

The Customer taps on the in-app pop up message

Then they confirm the refund details from the drop down menu

The Customer is notified that the refund is finalised and allow 3-5 days for the funds transfer

Help lines

Call or submit a question Anytime via our website.

Afterpay In-store Support
AU 1300 621 603 Mon-Fri 9:00-17:00
NZ 0800 472 317 Mon-Fri 11:00-19:00

Health Practitioner Support Line
AU 1300 041 104 Mon-Fri 9:00-17:00

Afterpay Customer Support
AU 1300 100 729 Mon-Fri 8:30-17:30
NZ 0800 461 268 Mon-Fri 11:00-19:00