Stripe > Issue a Refund

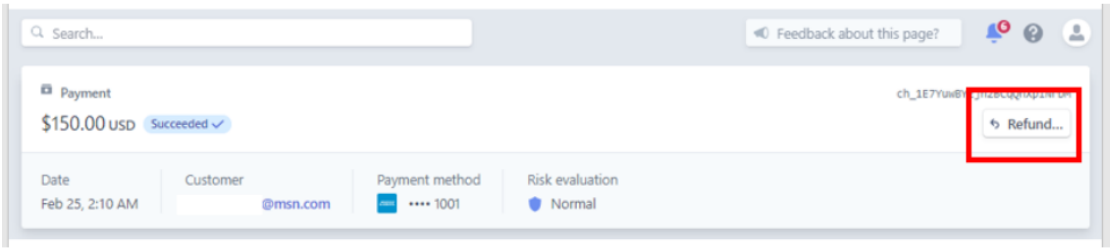
- 2023-07-12 - Stripe

There may be unforeseen events that will require a Clinic provider to refund a client's payment. This can be done via Stripe.

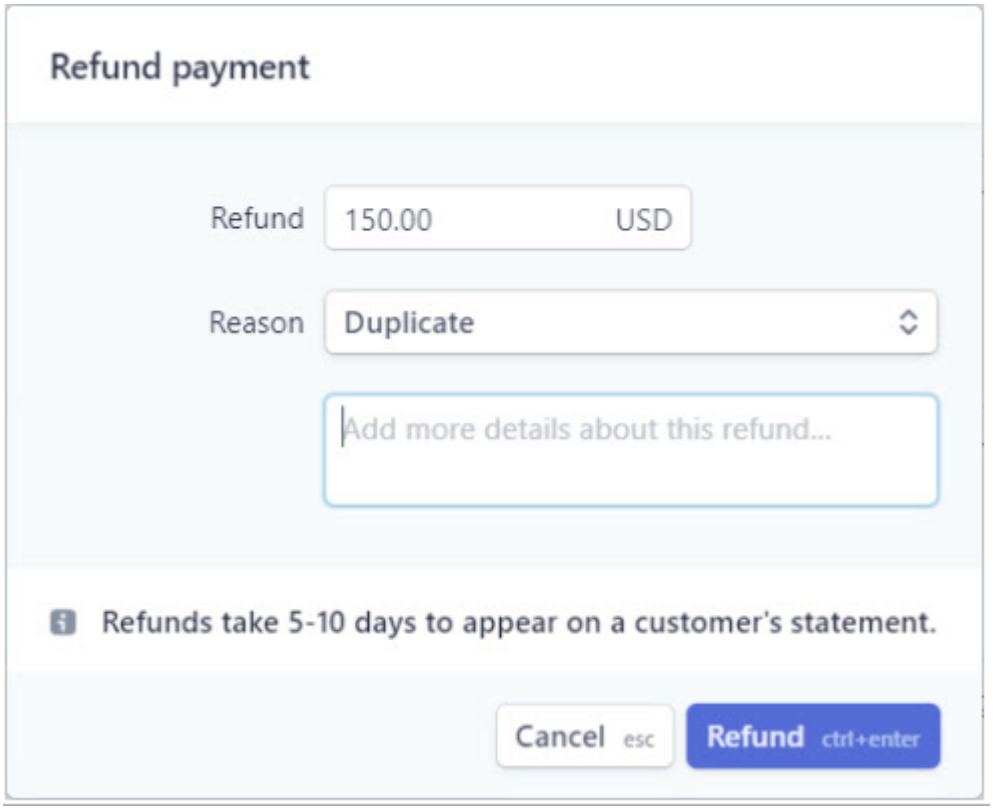
Note: You can issue a refund at any time up to 90 days after the charge. After 90 days, it becomes more likely that certain circumstances may cause a refund to fail - for example if the client's card has expired. Stripe will return the entire processing fee.

1. Log-in to your account at https://dashboard.stripe.com/login

2. On the left portion of your dashboard, select **Payments**. Hover your mouse on the specific successful payment and click on the arrow icon.



3. Change the amount if issuing a partial refund. Select reason and/or add notes. Click **Refund**.



Depending on your client's bank, they will see the refund show up between 5 to 10 business days after you have processed their refund from your Stripe dashboard.

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