

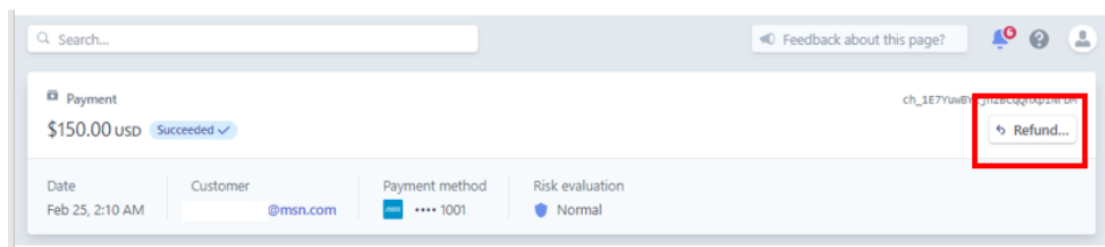
## Stripe > Issue a Refund

- 2023-07-12 - [Stripe](#)

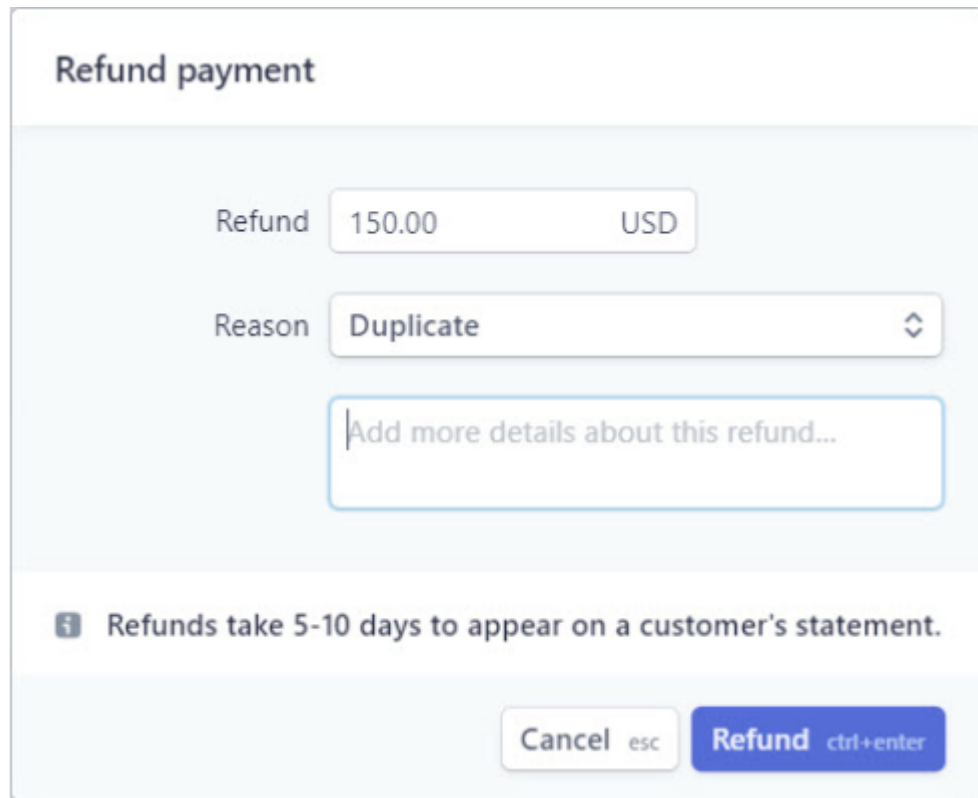
There may be unforeseen events that will require a Clinic provider to refund a client's payment. This can be done via Stripe.

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**.

A screenshot of the 'Refund payment' form in the Stripe dashboard. The form has a title 'Refund payment' at the top. Below the title, there are three main sections: 1. 'Refund' with a text input field containing '150.00' and a dropdown menu set to 'USD'. 2. 'Reason' with a dropdown menu currently showing 'Duplicate'. 3. A text area with the placeholder text 'Add more details about this refund...'. At the bottom of the form, there is an informational message: 'Refunds take 5-10 days to appear on a customer's statement.' Below this message are two buttons: a 'Cancel' button with 'esc' as a keyboard shortcut, and a blue 'Refund' button with 'ctrl+enter' as a keyboard shortcut.

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.

- Tags
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