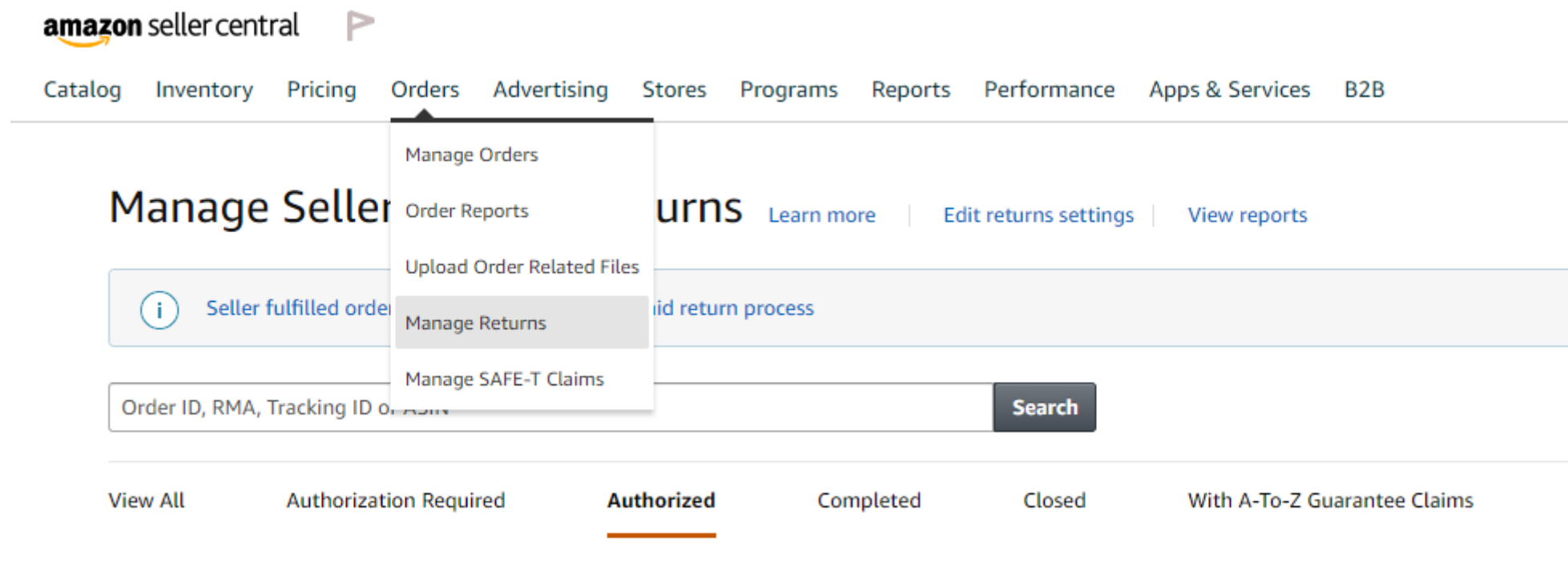


Issue a full refund on a Amazon
return request




1. In Seller Central, go to **Orders** and select **Manage Returns**, and locate the order you want to refund on the [Manage Seller Fulfilled Returns](#) page.



2. After locating your order from the [Manage Seller Fulfilled Returns](#) page, click **Issue Refund**.

✓prime Auto-authorized

Return Reason: **Inaccurate website description**



▼ View more details

Stonehenge Aqua Paper Hot Press Watercolor Paper, 22 x 30 Inch Sheet, White

Return Quantity: 2

Buyer Comment: I understood I was buying two packages of ten sheets each, but only two single sheets arrived.

Edit authorization

Issue refund


Contact buyer

3. On the **Refund order** page, under the **Amount to refund** column, the returned item will automatically default to the **Refund full amount**. Required: Select the appropriate **Reason for refund**. This will automatically default to 'Customer Return'.



Refund order [Learn more](#)

ⓘ Tax only refunds are managed by Amazon for Marketplace Facilitated orders. [Learn more](#) ✕

Returned Items	Cost	Amount to refund
STABILO Point 88 Mini Fineliner Pens, 0.4 mm - 18-Color Wallet Set Return Quantity: 1 Return Reason: Product damaged, but shipping box OK Customer Comment: lkj Reason for refund: <input type="text" value="Customer Return"/> 	\$1.00	All units: \$1.00 (Full refund) Charge restocking fee
+ Product tax ⓘ	\$0.08	Tax to be calculated
Outbound shipping	\$3.99	<input type="checkbox"/> Refund outbound shipping (\$3.99)
+ Outbound shipping tax ⓘ	\$0.31	
Total	\$5.38	\$1.00 + full tax amount to be calculated

Additional Refunds/Charges	Cost	Amount to refund/charge
Return shipping	\$5.38	Refund <input type="text" value="\$ 0.00"/> Remaining: \$5.38
Additional refunds		Refund <input type="text" value="\$ 0.00"/> Remaining: \$20.00

Note to yourself:

255 characters left

4. Click **Submit refund**.

Allow up to 15 minutes for the data to be updated. Submitting the refund will automatically close any associated buyer return requests.