Refund process for purchasers

When issuing a refund, we kindly ask that you undertake the steps described below.
Should the refund process not work straight away as per these instructions, please repeat the process.

1

Open the app you used to make your purchase and click on "Scan" in order to start the refund process.

2

Scan the QR code with the amount to be refunded directly at the terminal and confirm by pressing the OK button.

3

After successfully completing the scan, your mobile device screen will display the message "Processing payment".
As it is not a payment process, you do not have to do anything.

4

Once the transaction has been successfully completed you will receive a receipt from the merchant stating the word "Credit".

Your local point of contact can be found at: worldline.com/merchant-services/contacts

支付宝交易退款流程

请按照以下步骤进行退款。
如果退款流程第一次无法正常运行，请重复此过程。

① 打开您付款时使用的应用程序，然后点 击"扫描"以开始退款流程

② 直接扫描终端上的二维码，然后按终端上的OK键确认退款金额

③ 扫描成功后，您手机上会显示"正在处理付款流程"。由于这不是付款交易，因此您无需执行任何操作

④ 成功完成退款交易后，商户将给您终端打印出的收据。

联系我们: worldline.com/merchant-services/contacts