



How To Issue a Refund in FetchRev

- Log into your FetchRev account
- Go to your [Customers](#) tab
- Look them up via the name or email address used for the purchase
- To the left of their name, click on the blue box that shows what the customer purchased
- In the screen that pops up, click the red [Refund](#) button
- Once you click [Refund](#), a dialog box will appear confirming that you want the refund to go through
- Click [Okay](#)

The offer cannot be refunded if it's been marked as redeemed. Once you refund a customer in FetchRev, this action cannot be reversed.

The funds will return to your customer's account in 4-10 business days.

Contact support@fetchrev.com directly or call 877.394.2410 for any questions.