



Refund process for purchasers

When issuing a refund, we kindly ask that you undertake the steps described below.

1



Open your Alipay app and click on 'Scan', in order to commence 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'.

Should the refund process not work straight away as per these instructions, please repeat the process.



Payment Services

支付宝交易退款流程

请按照以下步骤进行退款

1



打开您的支付宝应用程序，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。

如果退款流程第一次无法正常运行，请重复此过程。