

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 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".



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。



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

