

Refund/Cancel Policy

Refund Condition

Due to the term and condition for processing refund or canceling orders are related to the period of time, THAIEPAY need to have the refund conditions as indicated below:

1. The order must be not transferred to merchant's bank account or Merchant has sufficient income for THAIEPAY to deduct. If the order is already transferred or Merchant has insufficient income, THAIEPAY can not process to refund that order for Merchant.
2. THAIEPAY can process refund in whole amount of the order only or Merchant can inform to partially refund case by case.
3. The refunded/cancelled order processed within 7 days since the payment was made, THAIEPAY will not charge any cancellation fee. But the refunded/cancelled order processed over than 7 days since the payment was made, THAIEPAY will charge cancellation fee 300 Baht per transaction.

Request for Refund

THAIEPAY merchants can make a request for refund and/or canceling orders on their own Administrative System through "Refund/Cancel Order" menu. Then read the refund conditions, enter the order no. which they would like to refund and/or cancel then click submit button. THAIEPAY system will then display the result and calculate the refund fee (if any) for you immediately then click confirm to make a request for refund and/or canceling orders.



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