

I need to cancel a refund. How can I stop the refund from being processed?

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If you need to cancel (or void) a refund that was processed in Jackrabbit, you can stop the process by logging into your [Virtual Terminal](#), as long as the refund has not settled. See [Set a Settlement Schedule for your Gateway](#) for more information on settlement times.

Refunds cannot be cancelled or stopped from within your Jackrabbit database.
