

worldpay

Faster Refunds



30%

of eCommerce transactions end in a return or exchange¹

52%

of surveyed customers will spend more if offered a faster refund — 23% more on average²

19%

of customer support calls are related to refunds³

25%

of consumers would call the retailer within the first five days to find out where their refund is⁴

Visit our [Payouts page](#) for more information.

Optimal refund experience

Did you know 63% of shoppers say they are more likely to spend with the same retailer if they receive a fast refund?⁵

Faster Refunds provides customer refunds within minutes, leading to stronger relationships and greater revenue.

With Worldpay as your acquirer, you can use acquired funds for refund payouts.

Solution features

- Refunds available to your customers 24/7/365 and received in 30 minutes or less⁶
- Partial and multi-currency refunds offered in 120+ currencies
- The ability to use acquired funds to streamline your refund payouts

Benefits for your customers

- Enhance the return experience by drastically reducing wait times — shoppers currently wait 5–7 days on average to receive refunds
- Increase transparency throughout the refund process to avoid confusion
- Provide control and convenience to improve satisfaction

Advantages for your business

- Drive revenue by strengthening loyalty and trust
- Reduce customer complaints and call center expenses
- Enjoy a smoother experience by using your existing refund process, including matching refunds to the original purchase transaction

¹ Business2Community: Ecommerce Return Rates – Statistics and Tips to Improve Yours, Sept 2023

^{2,5} Consumer Advisory: How long does a refund take?, v2023

^{3,4} Why online retailers need to speed up their refund processes, Trustly research 2021

⁶ If the card is Fast Funds enabled