

DrChrono Payments: Stripe Refunds and Reversals

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If you have charged a credit card and now need to return the money, there are two ways to do it. Which way will depend on when the card was charged and when you need to return the money.

A **refund** is sent when the money has already been debited from the cardholder's account. A refund can take anywhere from 5-10 days to show in the cardholder's account, depending on the procedures at their bank.

A **reversal** can be completed when the charge has been made and the money needs to be returned on the **same** day before the batch is sent for the day (currently 8 pm EST).

Please note: Stripe's allowable refund window is 180 days from the date of payment.

