

# Refunds - An Overview

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## What is a Refund?

In Jackrabbit, a refund is defined as when a customer is returned real monies, rather than being given an account credit. See [Post a Non-Monetary Credit](#) for information on posting account credits.

The way a refund is completed is dependent on the following:

- the type of payment used originally (cash, check, credit card, bank account)
- whether the payment will be fully or partially refunded
- whether the family still owes the involved fee(s) or no longer owes the fee(s)

## Questions to Guide You

Was the payment you'll be refunding originally made by ...

- check or cash (non-ePayment)?
- credit card or bank draft (ePayment)?

Is the money to be refunded ...

- the whole amount of the original payment (full refund)?
- only a portion of the original payment (partial refund)?

If the payment you are refunding had been partially or fully applied to a fee(s), will the customer be paying that fee(s) at a later date?



- If the family still owes the fee(s), their balance will increase to reflect this.
- If the family no longer owes the fee(s), their balance will not change.

## Frequently Asked Questions

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Q. *What is the difference between issuing a refund or giving an account credit?*

A. This infographic shows the difference between a *Refund* and an *Account Credit*.

REFUND	ACCOUNT CREDIT
	

- A refund is the repayment of a sum of money to a customer.
- Cash flow is negatively impacted.

[Learn more about refunds](#)

- Account credit is a transaction that is posted to a family's account to reduce their balance or to be used towards future fees or purchases.
- No money is involved, cash flow is not impacted.

[Learn more about account credits](#)

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