



PayPal Refund Process

Purpose:

To perform the action of requesting refunds for orders paid with PayPal

Guidelines:

Follow these steps when a PayPal Refund is required

Process:

STEP	ACTION
1	If an order was paid for via PayPal and was returned or refunded, then an email will be sent to DTDPaypal@discounttire.com using the following template:

Subject: PayPal Refund Request Order#

Order # _____

Refund Amount \$ _____

Full or Partial Refund _____

Explanation of why we are refunding

Important:	Leave notes in FSA Agent Notes that you have sent a request to DTD PayPal
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Contact:

Please see an assistant manager or manager with questions.