

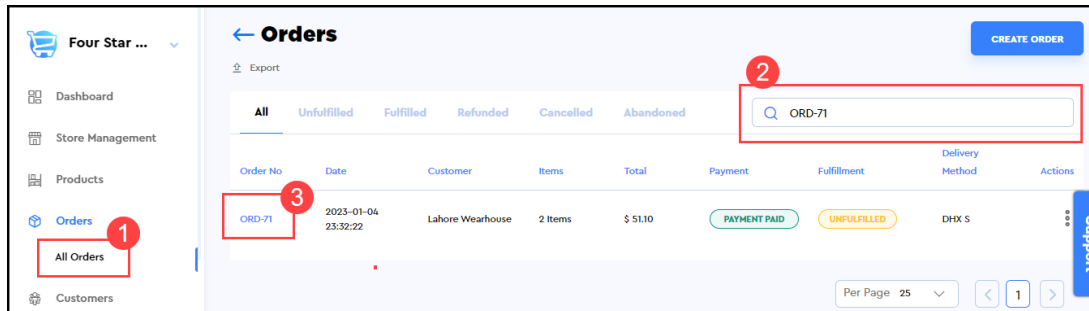


## Cancelling an Order

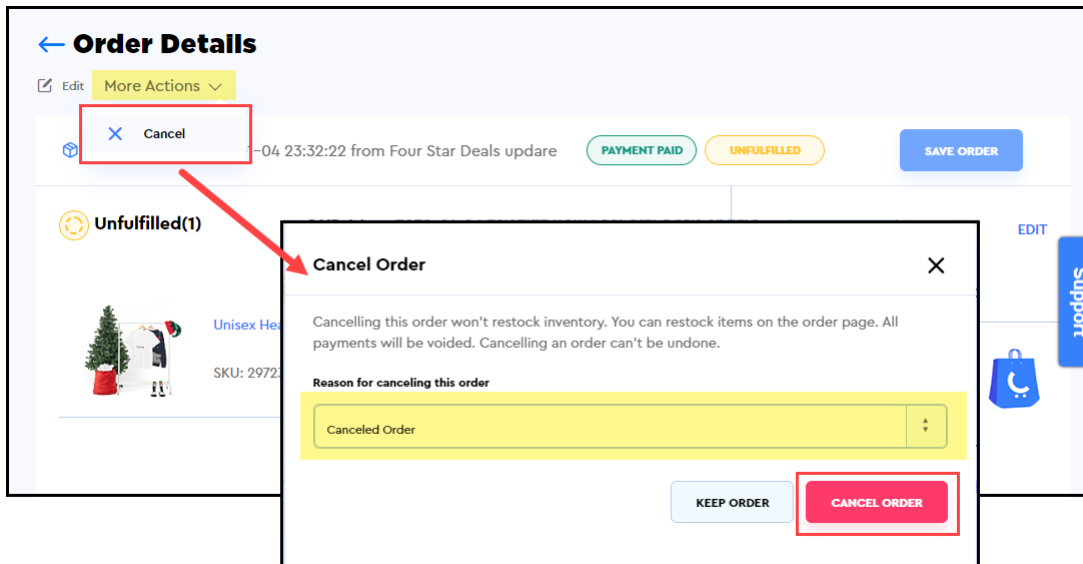
Syeda Khadija Phool - 2023-11-10 - Orders

Order cancellation is very straightforward in Cartzy. You just need to follow the steps mentioned below to cancel an order.

1. Go to All **Order > Orders**.
2. Search for the order that you want to cancel.
3. Click on the **hyperlinked order number** to open the **Order Details** page.

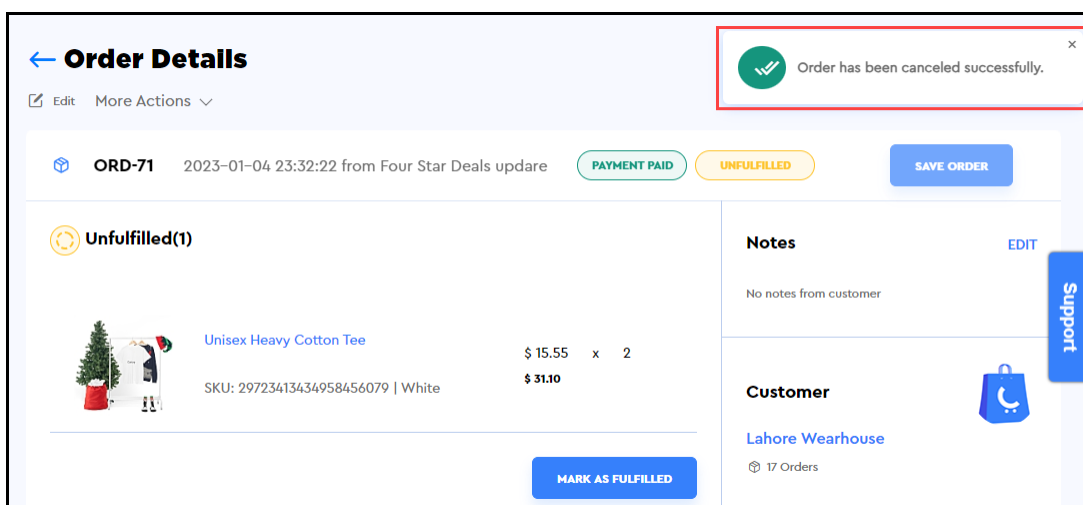


4. On the **Order Details** page, expand the **More Actions** menu and click the **Cancel** option as shown below.
5. On the **Cancel Order** popup, use the **dropdown selection list** to select the **order cancellation reason**, and click the **Cancel Order** button.



6. As soon as you click the **Cancel Order** button on the **Cancel Order** popup window, the following will occur:

- a. The order will be canceled and a success **notification** will appear on the top right corner of the page.
- b. The **Order Details** page will be refreshed to display the updated order details.
- c. The order will be marked as **Cancelled**.
- d. The payment status will be updated to **Payment Refunded**.
- e. The option to edit the order will no longer be available.
- f. The order history (**Timeline**) will be updated to list the recent events that took place against the order.



**← Order Details**

ORD-71 2023-01-04 23:32:22 from Four Star Deals update

CANCELED PAYMENT REFUNDED UNFULFILLED SAVE ORDER

**Unfulfilled(1)**

Unisex Heavy Cotton Tee \$ 15.55 x 2 \$ 31.10  
SKU: 29723413434958456079 | White

**Notes** EDIT  
No notes from customer

**Customer** Lahore Wearhouse 17 Orders

ORD-71 2023-01-04 23:32:22 from Four Star Deals update CANCELED PAYMENT REFUNDED UNFULFILLED SAVE ORDER

**Timeline** Show comments

Transaction Details STRIPE TXN\_3MMW8QR88BNFPGWOCOSD0S9

- You canceled the payment on manual Aug 24, 2023
- You manually marked this order as refunded. Aug 24, 2023
- A 82.75 USD payment was processed on Stripe Checkout. June 13, 2022, 8:05 am
- A 51.10 USD payment was processed on Stripe Checkout. January 4, 2023, 12:32 pm
- Order payment status changed to Payment Refunded 24 AUG, 2023 08:49 AM
- Order status changed to Canceled 24 AUG, 2023 08:49 AM

**Billing Address** Same as shipping address

**Tags** Type and create tags

☐ Order cancellation is not possible for the fulfilled orders or the orders with the status **"Fulfilled."**