How To Issue A Refund

Log into Letsget Web Portal

https://admin.letsget.net/Private/Welcome.aspx

If you need your login information again, please call 800-750-3947 or log a support ticket at http://www.granburyrs.com/support/login.php

1. From the side navigation menu select **Orders**. Enter the order number in the box that says order number and enter (you can search the orders using the other boxes on the page if needed)
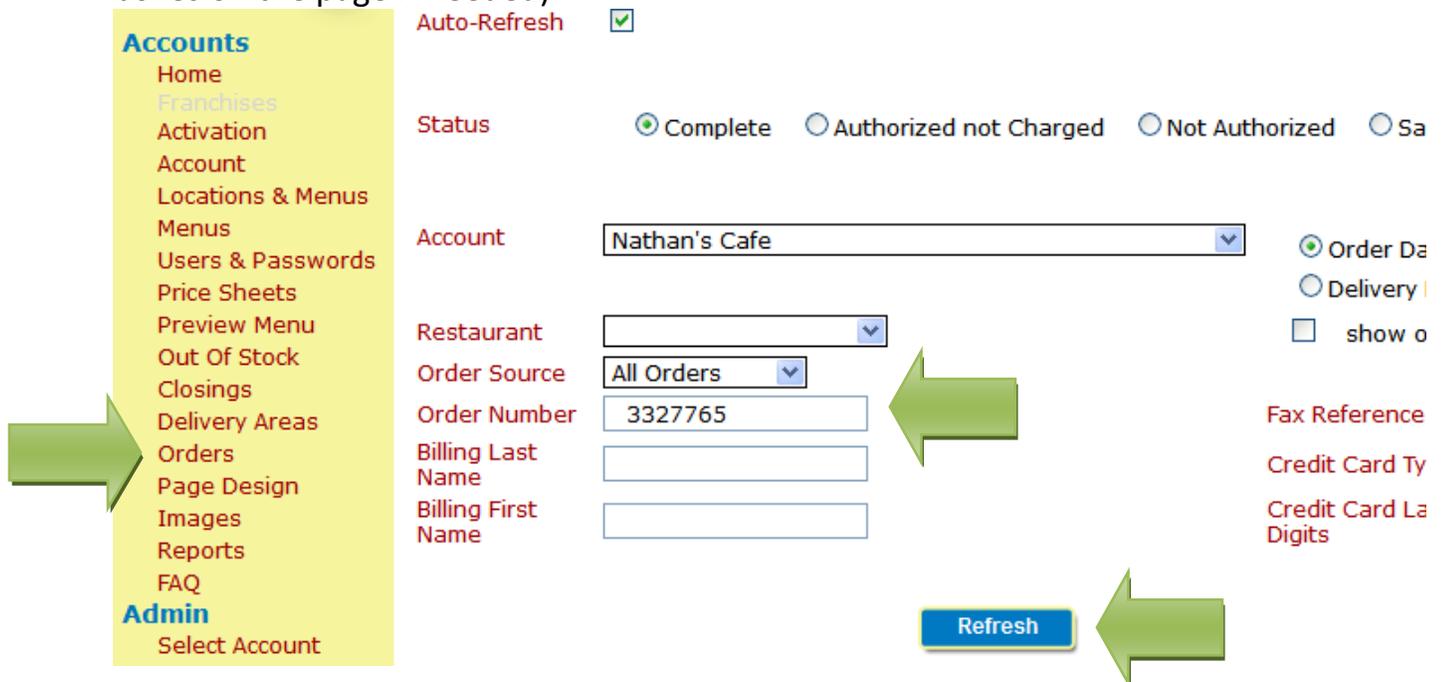
2. Once the screen refreshes you will see the order at the bottom of the page. Click the blue **Credit** button (if it is a same day transaction you will select **Void**)

3. Another small box will pop up on the screen (it is sometimes a little slow).

https://admin.letsget.net/Private/PopupCreditOrder.aspx

Order Number 3327765
Customer David Hendrickson
Order Amount $10.00
Credit 10.00

Cancel   Credit Order

Note that only one credit is allowed per order. You must refresh orders to show results of your credit.
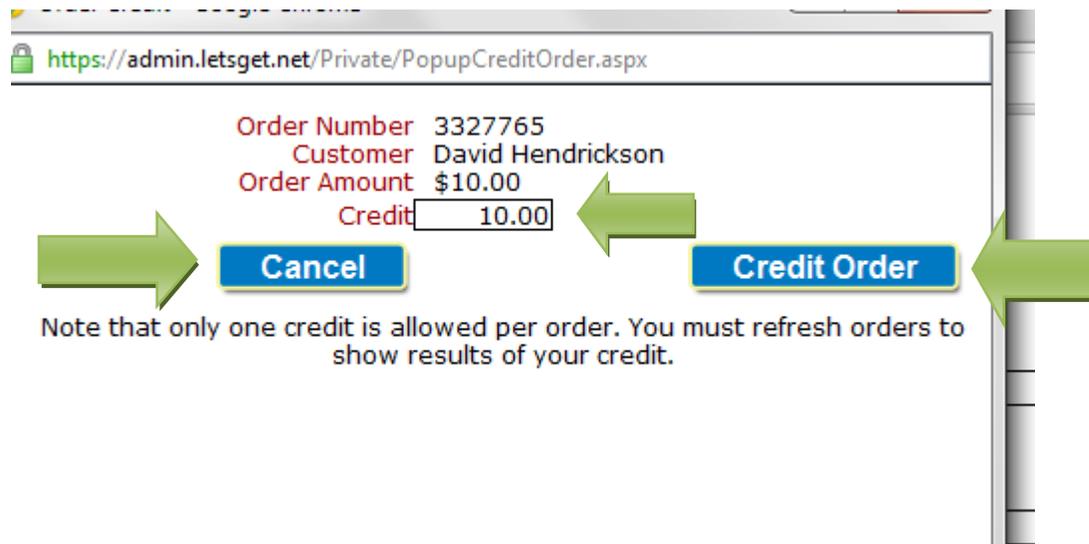
The instructions default to the full amount, but you can type in a different amount to give a partial refund. Click the button on the right to issue Credit. If you make an error, you can cancel.