Issue Full and Partial Refunds

Mavilyn Carlos - 2026-11-04 - Invoices & Payments

You can **refund a payment in full or in part** from the invoice in Kilo GMS, without logging in to your connected Stripe account. A partial refund returns some of what the athlete paid and leaves the rest collected, and a full refund returns all of it and opens the door to collecting the invoice again if you need to.

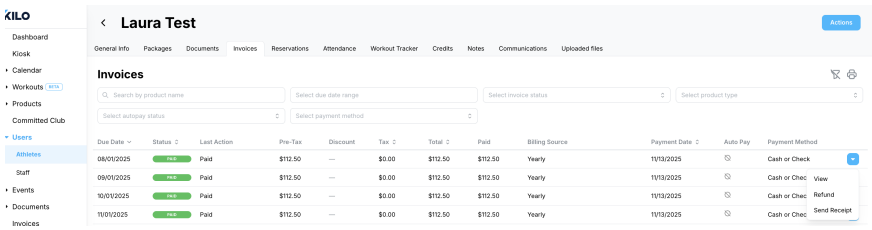
What you can do with refunds

- Refund all or part of a paid invoice from the same refund flow
- Leave part of a payment in place when only some of it needs to come back
- See at a glance which invoices have been partially refunded
- Reopen a fully refunded invoice for collection

How do I issue a refund?

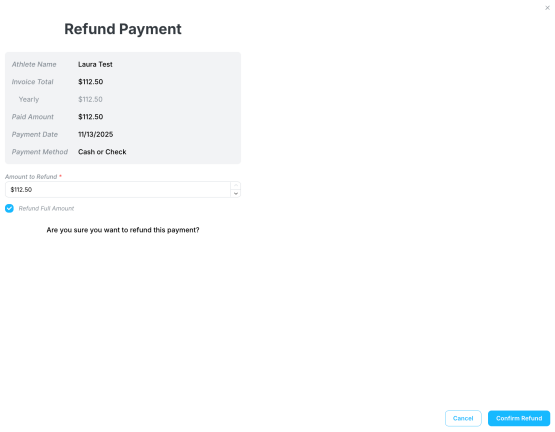
Refunds start from the invoice on the athlete's profile.

1. Go to **Users → Athletes**.
2. Search for the athlete and click their name.
3. Open the **Invoices** tab.
4. Find the invoice and click the blue action arrow at the end of the row.
5. Select **Refund**.



6. Check the payment details at the top of the **Refund Payment** window against the refund you intend to issue.
7. For a full refund, leave **Refund Full Amount** checked. For a partial refund, uncheck it and enter the

amount in **Amount to Refund**.



8. Click **Confirm Refund**.

What happens after a partial refund

The invoice status changes to **Partially Refunded**, so the invoice list shows the difference between an invoice that was refunded in part and one that was refunded in full.

Partial payments work differently from partial refunds. Invoices are collected in full, and Kilo GMS does not support installment-style payments toward a single invoice. If an athlete needs to pay over time, that belongs in how their package is billed rather than in how a single invoice is collected.

How do I collect on an invoice I already refunded?

Reopen it. Once an invoice has been refunded in full, whether through a single full refund or through partial refunds that add up to the whole amount, you have the option to reopen the invoice for collection.

Warning

Reopening an invoice turns off autopay for that invoice. This gives you room to update or replace the payment method before you try to collect again, and it also means the invoice will not collect on its own until you act.

Frequently asked questions

Can I refund only part of what an athlete paid?

Yes. Full and partial refunds run through the same **Refund Payment** window. Uncheck **Refund Full Amount**, enter what you want to return in **Amount to Refund**, and click **Confirm Refund**. The invoice then shows a **Partially Refunded** status.

Can an athlete pay an invoice in installments or make a partial payment?

No. Invoices are collected in full. Partial payments toward an invoice are not supported, so splitting a single invoice into smaller payments is not an option. Handle payment-over-time arrangements through the athlete's package and billing plan instead.

Do I need to log in to Stripe to process a refund?

No. Refunds are issued from the invoice in Kilo GMS. Your connected Stripe account still processes the money movement behind the scenes, and you can see the result there, but you do not need to go into Stripe to

start a refund.

How do I tell whether a refund actually went through?

Check the invoice activity, not just the status. A refund that fails can leave the invoice showing its previous status, so the invoice's activity record is the reliable place to confirm what happened and when.

Can I reopen an invoice after a partial refund?

Only once the invoice has been refunded in full. Partial refunds that add up to the full amount qualify. An invoice that still has money collected against it stays as it is.

Helpful tips

- Uncheck **Refund Full Amount** before you touch the amount field. The window opens set to refund everything, which is the most common way a partial refund turns into a full one by accident.
- Read the payment details at the top of the **Refund Payment** window before confirming. They are there so you can catch the wrong invoice before the money moves.
- After reopening an invoice, update the payment method before you attempt collection. Autopay is off at that point, so nothing happens until you act.
- Confirm the refund landed before you tell an athlete it is on the way. A refund can fail after you submit it.
- Refunds take time to reach the athlete's account. The timing depends on their bank, not on Kilo GMS.
- If an athlete asks to pay an invoice in pieces, look at their package billing rather than the invoice.

When this feature is most helpful

- An athlete was charged for a package tier above the one they signed up for
- A class or program was canceled after the athlete had already paid
- A retail item is returned and the rest of the sale stands
- A duplicate charge needs to come back in full and the invoice needs to be collected again on the right card
- A membership is prorated mid-cycle and part of the payment belongs back with the athlete

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If you have questions about refunds in Kilo GMS, our Support team is happy to help. Reach us at **hello@usekilo.com**.

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