Refunds and troubleshooting

Refunds

Make full or partial refunds from the WooCommerce order screen as usual; the money goes back through Razorpay. Refunds made in the Razorpay Dashboard are recorded on the order too (with the webhook set up).

When something does not work

- **Test connection** on the Settings or Dashboard screen checks your API keys (Test Key ID / Secret or Live Key ID / Secret, from Account & Settings → API Keys).
- The **Dashboard** shows the setup checklist, the mode, the last webhook and recent transactions.
- The **Webhooks** screen warns when a webhook was rejected because its signature did not match: the secret in Settings must be the one set for that webhook in Razorpay.
- Turn on **Debug Log** (Settings → Troubleshooting) to record every step, then read it under **Logs**. Errors are always logged.

More: set up the webhook.