

Handle refunds with a calm, repeatable path

For solo operators running the whole business.

Who this is for

Solo operators and one-person businesses who wear every hat â sales, delivery, admin, and support â and need leverage without hiring a department.

Ad-hoc refunds create uneven treatment and chargeback risk.

Suggested stack

Written policy + Stripe refund + CRM note. Primary tools: Stripe, Notion, Gmail.

Do this

1. Publish a clear refund policy and link it from checkout.
2. Macro gathers order ID, reason, and desired outcome.
3. If within policy: refund in Stripe and template reply.
4. Log reason codes monthly to fix product issues.

Operator tip

Speed + fairness > winning the argument. Document exceptions.

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