

FAQ

When will my check arrive?

The usual processing time for check payments is **5-7** business days. You can find the latest updates from the check tracker available in this [link](#)

How do I update or cancel an automatic payment?

Here's how to find your automatic payments on the ABC website:

1. Go to [Payments](#) tab.
2. The payment which is an automatic payment has the message **Autopay On**
3. Select the **Manage Autopay** option from the ellipsis on payment card to make edits to the payment
4. Select the **Cancel Autopay** option from the ellipsis on payment card to Cancel the autopay

How long until I see my refund?

We send all refunds back to your original payment method. The time it takes to receive your money varies by payment method.

Credit card

When you pay with a credit card, it takes between 1 and 2 billing cycles for a refund to complete, depending on the card issuer. We'll still send a refund to a canceled or prepaid card. Contact your card company to access this money.

Debit card

When you pay with your debit card, it will generally take up to 5 business days for your refund to be completed, however, depending on your card company, some refunds may take up to 30 days.

Bank account

When you pay with your bank account, we'll automatically transfer the refund to your bank account. Once issued, refunds usually take up to 5 business days to complete.

Some refunds may take up to thirty days, depending on the status of the payment at the time the refund was issued.

How to check the status of my refund?

Here's how to view the status of a refund:

1. Go to your Activity.
2. Click **Filters** and then select **Refunds** from the drop-down menu.
3. Select the desired date range to see your refund.
4. Click the refunded transaction to view the details.

What does this refund status mean?

Pending

When your refund shows as "pending" it means the seller has issued the refund, but the money hasn't cleared their bank. It usually takes up to 5 business days for a refund to complete. If your refund is still pending after 5 business days, contact the seller for details.

Temporary hold

When your refund shows as "on hold", the seller refunded before the original payment could clear your bank. It usually takes up to 5 business days for payments to clear your bank. When the original payment clears, the refund will complete.

Refunded or Partially Refunded

When your refund shows as "refunded or partially refunded", we've sent the money back to your original payment method.

Completed

When your refund shows as "completed", the refund is complete, and we've returned the money to your original payment method.

Canceled

When your refund shows as "canceled", we're unable to process the refund. Please contact the seller for more details.

How do I check the status of my dispute or claim?

You can check the status of your case at any time in your [Resolution Center](#).

If your case is in the dispute phase, you can exchange messages with the other party to try to solve the problem.

If your dispute has been escalated to a claim, click **View** to see the latest status.

View your [open cases](#).

If we're already reviewing your claim, you'll see an estimated resolution date. We'll let you know if we need anything from you.

Can't find the case in your [Resolution Center](#)? Select **Closed Cases**. Click the Case ID of a closed case for more info.