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Your refund was approved: how the money reaches you and why the amount can differ

Refunds & Disputes

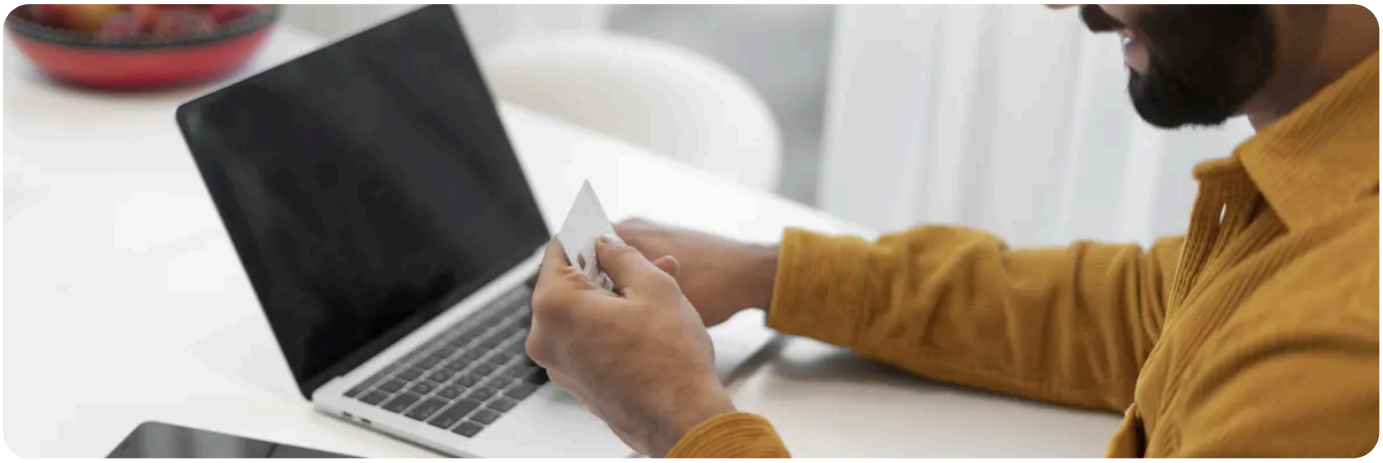
CODE	VERSION	COUNTRY · LANGUAGE
RLX-AO-KB-1296	v2026.10.21	Angola · English

Interweb Angola
RLX Angola, Lda. · Group RLX Holdings
Tax ID (NIF) 500 260 5724 · Commercial registration no. 26464-25/250724

https://www.meu.interweb.ao/knowledgebase/1296

Your refund was approved: how the money reaches you and why the amount can differ

Refunds & Disputes Created on **October 10, 2026** Updated on **October 21, 2026** 3 min read



When a refund is approved, the money goes back, whenever possible, **the way it came**. The part we do not control is what happens after we send it: the bank or the operator has its own timing and its own exchange rate. This article explains what to expect. What can be refunded, and what cannot, is in **refunds and cancellations**.

How it arrives, depending on how you paid

How you paid	What happens to the refund
Card	The refund goes through the payment processor to the same card. It shows on the statement when your bank records it, and the bank decides when. A “pending” amount is not yet money returned.
Bank transfer	We need an account in your name. The details go in the support ticket, never in a public place. If the account belongs to someone else, tell us beforehand.
Another method	We tell you in the ticket which route we can use. If the original method does not allow a return, we agree an alternative with you.

Why the amount may not match

1. **Exchange rate.** If you paid by card in a currency different from your bank’s, the conversion happens on the date of the refund, not on the date of the payment. The returned amount can come out above or below what left your account. See **which currency you pay in, and why your bank charged something else**.

2. **Bank fees.** Your bank, or the correspondent bank on an international transfer, may deduct a fee on arrival.

3 **Only what was paid.** A refund returns what you paid on that invoice; an amount you paid some other way, or credit you used, is dealt with separately.

What to look for in My Interweb

On the invoice, the refund shows as a transaction of its own, and the status becomes **Refunded** once the whole amount has been returned. The service concerned is cancelled when the request is confirmed, so take what you want to keep beforehand. If the idea was to leave the amount as credit on the account, see **the credit balance**.

Do not open a dispute with your bank over a refund that is already approved.
Two processes then exist over the same money, and that slows both down. If the amount has not arrived, talk to us first.

If it has not arrived, add this to the ticket:
The number of the ticket where the refund was approved, the date we approved it, the method you paid with and, if you paid by card, the last four digits. Never the full number, the expiry date or the security code.

NEED A HAND?

Refund approved and the money is not showing? Reply to the ticket where we approved it, with the date from your statement.

Open a support ticket →

SEE ALSO

- **Refunds and cancellations: what comes back, when, and what does not**
- **Which currency you pay in, and why your bank charged something else**
- **Paying by card: how it works, and what can go wrong**
- **A charge you do not recognise or disagree with: what to do before you call your bank**

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