



Cancellation, payments and refunds

Flexible Order Cancellation Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

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Cancellation, payments and refunds

Order Cancellation first calls Magento's standard order cancellation service. If Magento returns without cancelling the order or raises an error, the extension uses its fallback path.

Fallback behavior

The fallback asks the order payment object to cancel, then cancels the remaining quantities on the order items. It updates the cancelled subtotal, tax, shipping, discount and grand-total amounts from the values that have not already been invoiced or paid.

The resulting order state depends on the items that still have refundable quantities. An order with invoiced activity may remain **Processing** or become **Complete** instead of ending in **Canceled**. Always verify the final state and totals on the order page.

What it does not do

The extension does not create a credit memo. It does not issue an online or offline refund for captured funds. It also cannot guarantee that a payment provider accepted a void request. A payment cancellation error is logged while the order fallback continues.

For a paid or invoiced order, follow the payment provider's void or refund procedure and Magento's credit-memo workflow where required. Do not treat the cancellation email or history comment as proof of a financial refund.

Operational checks

Before adding a later status to either allowlist, test:

- authorization-only and captured payments
- partially and fully invoiced orders
- shipped and partially shipped orders
- warehouse, ERP or fulfillment integrations that consume status changes

Use a narrow status policy if any connected system cannot safely handle a cancellation after it has accepted the order.