

# Aramark Refund Requests

Consumer



# Aramark Consumer Refund Process

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This document outlines the direction Aramark consumers should take when they would like to request a product refund, an account funding refund, or close out their Global Market Account permanently.

## How are the Requests Submitted?

Consumers can submit requests for product refunds, account closures, and account funding refunds through [www.365retailmarkets.com/customerservice](http://www.365retailmarkets.com/customerservice). Consumers can also submit requests for specific account funding refunds using 365Pay.

1. Log into 365Pay.
2. Click on **Settings**.
3. Click on **History**.
4. Select **Search**.
5. Click on the relevant funding transaction.

## How are Refund Requests and Zendesk Tickets Processed?

Refunds will be processed every Tuesday during the testing phase, at which point we will revisit the process. Consumers can expect refunds within seven to ten business days.

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