

The complaint

Miss M complains Next Retail Limited (trading as “Next”) is currently displaying the incorrect balance on her Next account.

What happened

Miss M returned several items to Next in August 2024 that she bought on her Nextpay running credit account. She said some refunds were missing.

In its final response dated 3 October 2024, Next accepted one item had never been charged and two items hadn’t been refunded. It refunded those two items and the interest charged, and paid £30 as an apology. Miss M still thought the balance was incorrect. She also complained about two dresses she had bought but not received.

In a further final response dated 12 December 2024, Next agreed to refund the two dresses to the account, but said the balance was correct. Next explained statement 29 correctly showed a credit balance of £46.50 and, following £523 of new orders on statement 30, £198.50 of refunds for returned items, a £73.50 payment from Miss M, and a manual adjustment of £43, the balance correctly showed £161.50. For failing to deliver the dresses, Next also paid £20 to Miss M’s bank account.

Miss M then contacted our service on 12 December 2024 as she still thought the balances on statements 30 and 31 were wrong. Based on calculations she discussed with Next’s customer care team, she said the £161.50 on statement 30 should have shown £9. She also said statement 31 showed the wrong balance and should have shown £127. She said this was mainly caused by refunds for returned items not being applied to her account.

One of our investigators concluded the balances were showing correctly and that the refunds for the items Miss M listed were applied across statements 30 and 31. As Miss M disagreed, the complaint has come to me for a decision.

What I’ve decided – and why

I’ve considered all the available evidence and arguments to decide what’s fair and reasonable in the circumstances of this complaint.

While I might not comment on everything (only what I consider key) this is not meant as a discourtesy to either party – it reflects my role resolving disputes with minimum formality. I’d like to assure both parties I’ve carefully considered everything they’ve sent.

After reviewing everything that happened, I’ve come to the conclusion that there’s very little I can add beyond what our previous investigator has already said. And so for broadly the same reasons as hers, I’m not minded to uphold Miss M’s complaint.

I won’t repeat everything she said. Instead, as it’s clear the main reason why Miss M wanted a decision was because of allegedly incorrect statement balances, I’ll simply focus on this.

There's no dispute that Next's customer care team emailed Miss M on 17 September 2024 saying she had placed orders relating to statement 30 totalling £324.50. However, that figure appears to be wrong for two reasons.

Firstly, the individual orders in that email add up to £276, not £324.50. Secondly, the orders on statement 30 total £523, not £276. Next clarified the £523 figure in its 12 December 2024 final response, and is shown on statement 30 itself. As Miss M also has a copy of this statement, the £523 figure is something Miss M would have been reasonably aware of.

Given the inaccuracies in the 17 September 2024 email, I consider the £523 of orders on statement 30 to be the more accurate figure for that period. Naturally, this would lead to a higher balance over subsequent statements. If Miss M believes she was charged for specific items she didn't order, that's a separate complaint and isn't one I'm considering here.

The crux of Miss M's complaint here is that refunds for returned items were missing, causing a higher-than-expected balance.

I've reviewed the items she said should have been refunded. These are set out in red in her response to Next's 17 September 2024 email. There are ten items totalling around £100. From what I can see, all of those refunds were applied in full across statements 30 and 31.

I can understand why Miss M thought they weren't applied — she thought they would appear on statement 30 rather than 31. But refunds can take time and, depending on when a returned item is received and processed, it may appear on the following statement. I haven't seen anything inherently unfair in the way these refunds have been applied to the account.

I've also checked every transaction on statements 30 and 31. I haven't found any mistake and the balances shown on each statement match the underlying transactions.

Taking everything together, I don't think Miss M's balance has been calculated incorrectly based on the information I have. So I'm not recommending that Next does anything further.

My final decision

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss M to accept or reject my decision before 23 October 2025.

Alex Watts
Ombudsman