

Initiate a Return

Returns are created from the order details page of an existing order.

1. Go to **Main > Orders > Orders**.
2. Click the order you want to start a return for.
3. Click the **Returns** tab to see a list of returnable items in the order (as well as status of any returns that already exist).

Shipment #	Line Id	Code	Products	Qty Ordered	Qty Fulfilled	Qty Returned	Qty Rejected	Qty Returnable	Reported Issue	Resolution	Qty to Return
826	1	Code: sp_01	Standard Product 1	5	5	2	0	3	Select	Select	0

Return #	Created Date	Last Modified Date	Return Status	Receive Status	Refund Status	Replace Status	Return Amount
9	7/12/2023 01:27 am	7/18/2023 03:55 am	Authorized	Waiting	Not Requested	Not Replaced	\$9.00
8	7/12/2023 01:27 am	7/18/2023 03:57 am	Authorized	Waiting	Not Refunded	Not Requested	\$9.00

4. Use the checkboxes on the right of the Returnable Items table to select a product or products to return.



You can return every item in an order or only select items. You can also return products and extras as a whole or select only certain items from within the bundle to return.

You can also create multiple returns for a single order if you want to handle the return differently for different line items.

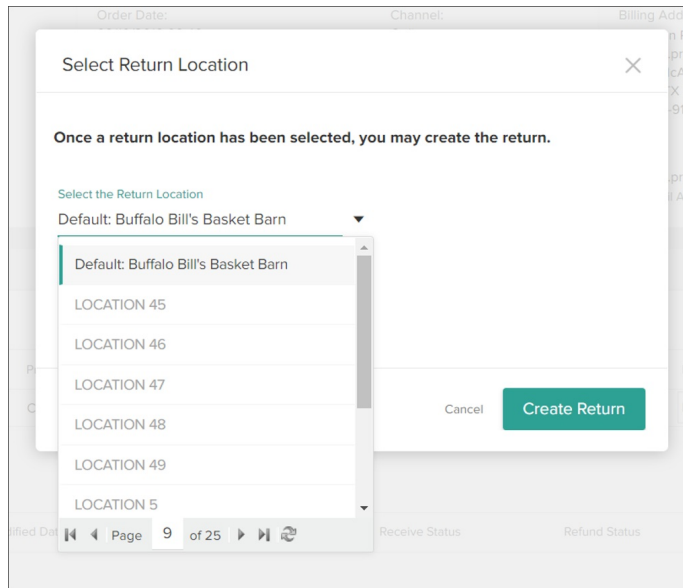
5. For each selected product, select the reason for the return using the **Reported Issue** drop-down menu. The default reasons that are available out-of-the-box are listed below, but you can customize your list of return reasons with [an API Extension action](#).

- o Damaged
- o Defective
- o Missing Parts
- o Different Expectations
- o Late
- o No Longer Wanted
- o Other

6. For each selected product, select the resolution type that the shopper seeks under **Resolution**:

Replace	Select this option if the shopper desires a replacement product. You can still provide a refund to the shopper under this option.
Refund	Select this option if the shopper only desires a refund. You can still send a replacement if conditions change later in the process.

7. For each selected product, enter the **Qty to Return**.
8. Repeat the steps for all the items you want to return.
9. Click **Initiate Return**.
10. Select a return location from the drop-down list of locations that accept returns.
 - o The selected option will be the location that should expect the returned items to be delivered to them by the customer, and a generated return label will display this location on it.
 - o If a default return location has been designated in settings, it will be the first result displayed. To select another option, begin typing a location name in the text field and matching results will be displayed.



11. Click **Create Return**.

The return will now be visible in the Returns tab of the particular order's details view and on the dashboard at **Main > Orders > Returns**.