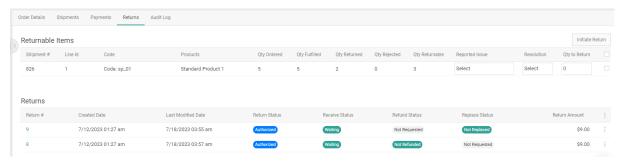# Initiate a Return

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 any existing returns).

4. Use the checkboxes on the right of the Returnable Items table to select the product(s) to return. You will be able to create multiple returns for a single order as needed. You can also return products and extras as a whole, or select only certain items from within the bundle to return.
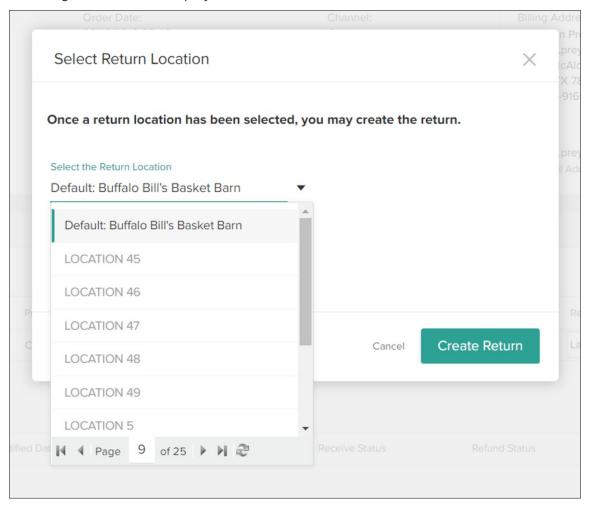
   > ℹ️ If you are using return rules that restrict a product to a maximum quantity and/or return window and that limit has been reached, then the line item will be disabled and the reason will be displayed. Customer service representatives and admins can still initiate a return for items regardless of any rule restrictions by checking an Override option that appears above the table.
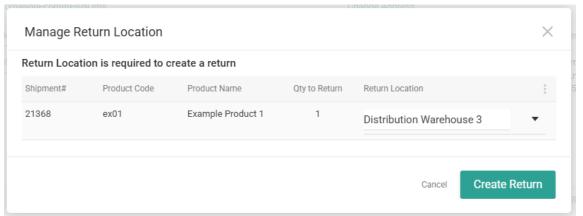
5. For each selected product, select the reason for the return using the **Reported Issue** drop-down menu. The default reasons that are available out-of-the-box are listed below, but you can customize your list of return reasons with an API Extension action.
   - Damaged
   - Defective
   - Missing Parts
   - Different Expectations
   - Late
   - No Longer Wanted
   - Other
6. For each selected product, select the resolution type that the shopper seeks under **Resolution**:

Type	Description
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. Click **Initiate Return**.
9. Select a return location from the drop-down menu that appears.
   - The selected option will be the location that should expect all of the returned items to be delivered to them by the customer, and a generated return label will display this location on it.
   - 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.

- If the Reverse Logistics feature is enabled, then this modal will display a table of all return items with individual return locations instead of a single location for the entire return. The system will retrieve a suggestion for the best return location for each item from Order Routing and prepopulate those selections in the table, but you can manually select a different location if needed. If multiple locations are selected across all items, then a separate return will be created for each location.

Manage Return Location   ✕

Return Location is required to create a return

Shipment#	Product Code	Product Name	Qty to Return	Return Location	⋮
21368	ex01	Example Product 1	1	Distribution Warehouse 3 ▼	

Cancel   **Create Return**

10. 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**.