

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).

Order Details	Shipments	Payments	Returns	Audit Log								
Returnable Items Initiate Return												
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	<input type="checkbox"/>
Returns												
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 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.

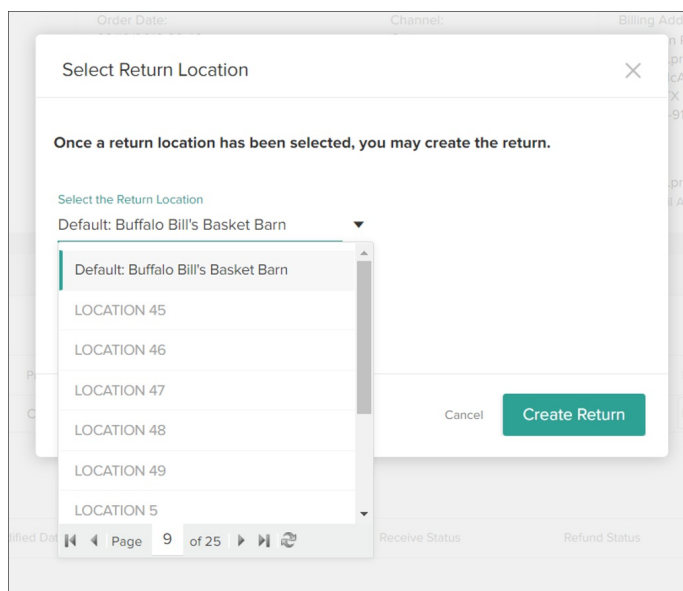


If you are using [return rules](#) that restrict a product to a maximum quantity and/or return window and that limit has been reached, then the line item will be disabled and the reason will be displayed. Customer service representatives and admins can still initiate a return for items regardless of 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:**

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**.