

Replace a Return

To create a replacement order for an item:

1. Go to **Main > Orders > Returns**.
2. Click the return you want to replace.
3. In the **Replacements** tab, click **Ship Replacement**.
4. Use the pop-up Ship Replacement window to create a replacement order for an item(s). The replacement order will be added to the original order under the **Returns** tab, so you can quickly switch between the two (From the original reference order, click on the order listed under **Replacements** in the **Returns** tab. From the replacement order, click on the **Ref.** order to return to the original order).
5. The replacement order is a new order that is prepopulated with replacement items and customer information. The replacement order automatically applies adjustments to bring the order total to zero dollars, but you can:
 - Adjust the cost to the shopper.
 - Edit product details to easily exchange or add new items to the order.
 - Adjust payment and fulfillment information.
 - Add internal notes to the replacement order.
 - Edit attributes for the order.