Close a Return

Close a return by canceling or rejecting it:

- 1. Go to Main > Orders > Returns.
- 2. Click the return you want to cancel or reject.
- 3. In the **Items** tab, click the **Close** drop-down menu.
- 4. Choose to **Cancel** or **Reject** the return.



Cancelled Return Limitations

After a return has been cancelled, you will be unable to perform the following actions on it:

- Receive Package
- Print Return Label
- Resend Email
- Refund to New Gift Card

Rejected Item Quantity

Note that when a return is rejected, those items are no longer considered "returnable" on the order. Where the Returns tab of order details lists item quantities, items will be moved from the Qty Returnable column to the Qty Rejected column after a return is rejected. This means that a new return will not be able to be made for that quantity.

Order Details	Shipments	Payments Return	ns Audit Log						
Returnable Items Initiate Return									
Shipment #	Line Id	Code	Products	Qty Ordered	Qty Fulfilled	Qty Returned	Qty Rejected	Qty Returnable	Reported Issue
2103	1	Code: Prod1 Part # :Prod1	Prod1	9	9	1	7	1	Damaged
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