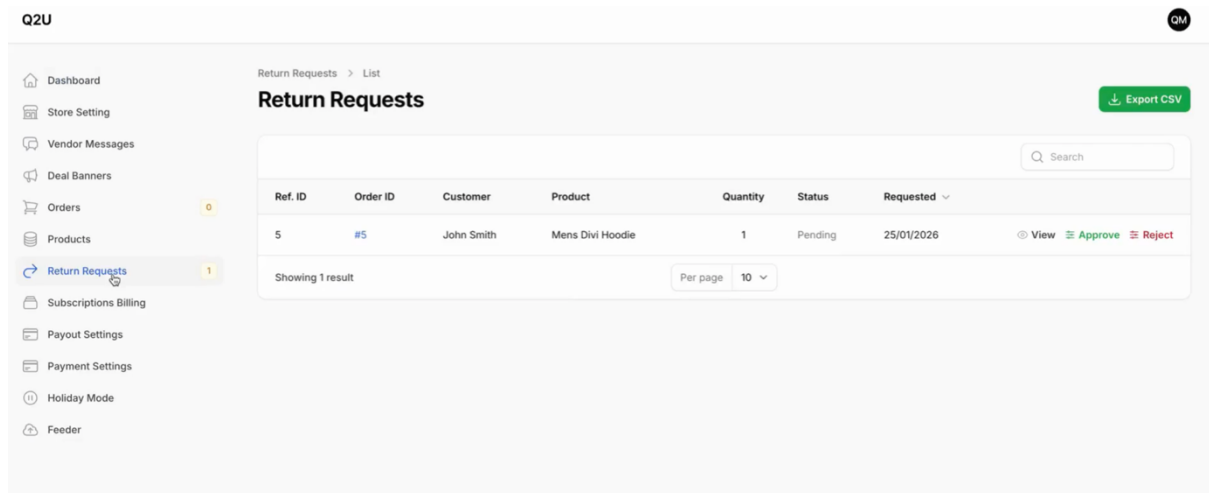


Return requests

This guide will show you how to manage returns and refunds.

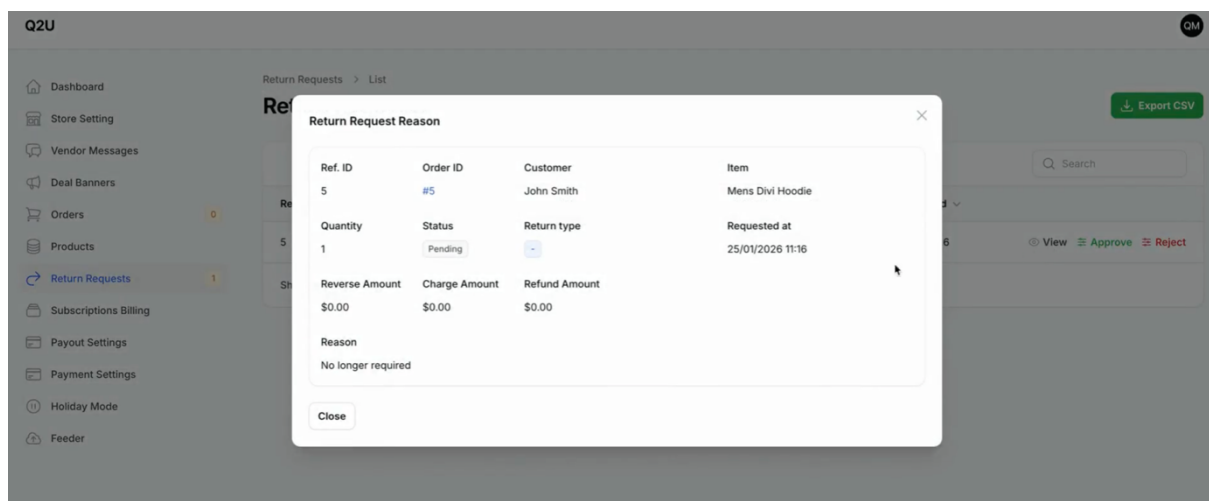
Start by going to the Return Requests tab.

If you have any new requests, you'll see a notification number displayed here.

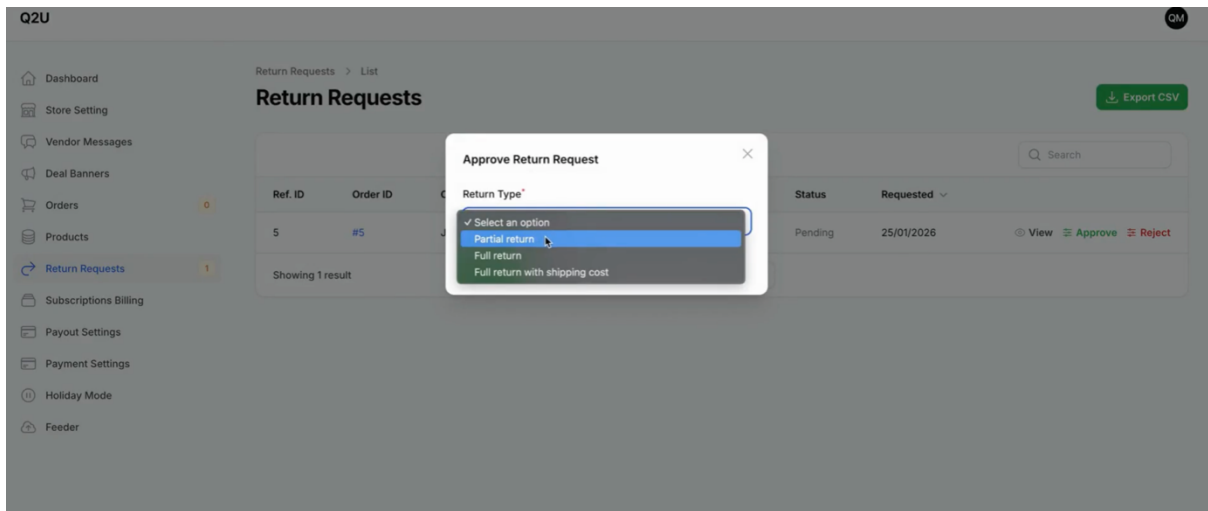


Click View on a request to see the return reason and any images the customer has uploaded.

The Order ID link will take you to the original order, where you can also check the customer's shipping details.



From here, you can approve or reject the return request. If you approve it, you'll have three refund options, a partial refund, a full refund of the item cost, or a full refund including shipping.



You can also export a CSV of all return requests by selecting a year, a status, or a custom date range.

