

Catalog SOP: Setting up Return Settings for Merchant Fulfilled SKUs

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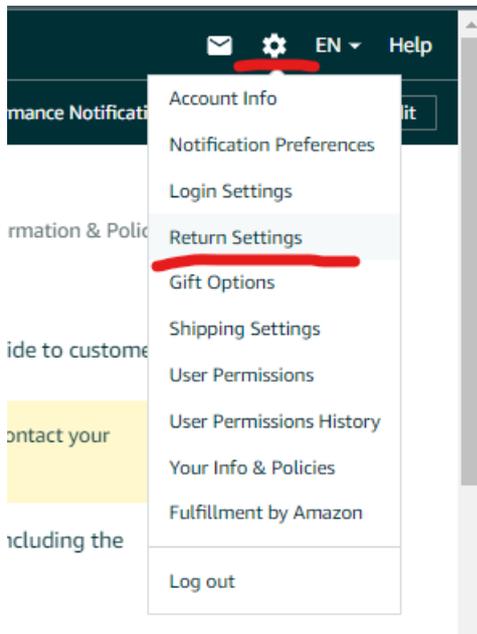


Who is this for? For Amazon sellers who are involved in managing merchant-fulfilled SKUs, including inventory managers, warehouse managers, and customer service representatives.



Objective: The objective of this process is to establish a clear and consistent system for setting up return settings for merchant-fulfilled SKUs.

1. Click on the “Settings” tab located on the top right-hand side of your Seller Central Dashboard and select “Return Settings” from the drop-down menu.



2. On the next page, under the “General Settings” tab, choose your preferred option for receiving return request emails with links to authorize, close or reply.
3. Select your “Automated Return Rules” according to your preferences.
4. Choose whether you want to handle the return mailing label yourself or have Amazon handle it.
5. Choose your preferred “Shipping Carrier” from the drop-down menu.
6. Decide whether you or Amazon will supply the “Return Merchandise Authorization Number”.

Return Settings

Welcome to the new Return Settings! Return Settings are now marketplace-specific. If your selling account is enabled for multiple regions, you can use the marketplace switcher at the top of this page to configure settings for each marketplace.

General Settings | Resolutions | Manage Return Addresses | Return Program Settings | Manage Return Templates

Marketplace	Return Authorization	Amazon Prepaid Return Labels	Label type	Return Merchandise Authorization (RMA)	Labels for Exempt Items	Return Instructions
Canada	In Policy (Amazon) <input type="button" value="Enroll"/>	Seller Prepaid	Seller	Select	Click here to write instructions	
Mexico	In Policy (Amazon) <input type="button" value="Enroll"/>	Unpaid Label	Amazon	Select	Return Instructions	
USA	In Policy (Amazon) <input type="button" value="Enrolled"/>	Amazon Prepaid	Amazon	Seller Prepaid	Click here to write instructions	

7. You can write a return instruction by clicking the "Click here to write instructions" link.

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Marketplace	Return Authorization	Amazon Prepaid Return Labels	Label type	Return Merchandise Authorization (RMA)	Labels for Exempt Items	Return Instructions
Canada	In Policy (Amazon) <input type="button" value="Enroll"/>	Seller Prepaid	Seller	Select	Click here to write instructions	
Mexico	In Policy (Amazon) <input type="button" value="Enroll"/>	Unpaid Label	Amazon	Select	Return Instructions	
USA	In Policy (Amazon) <input type="button" value="Enrolled"/>	Amazon Prepaid	Amazon	Seller Prepaid	Click here to write instructions	

8. Type your "Return Instructions" email response in the text box available below and then "Submit".

Return Instructions ✕

What is your feedback?

Do not include personal or sensitive data in your feedback.

3800 characters left.

Cancel
Submit

9. Click the “Save Settings” button located at the bottom of the page to save your changes

10. Next, go to the “Manage Return Address” settings and enter your address details for the returns.

11. Finally, click the “Save Settings” button at the bottom of the page to save your return address settings

Return Settings

Welcome to the new Return Settings for seller-fulfilled returns! Return Settings are now marketplace-specific. If your selling account is enabled for multiple regions, you can use the marketplace switcher at the top of this page to configure settings for each marketplace.

General Settings
Resolutions
Manage Return Addresses
Return Program Settings
Manage Return Templates

Manage your return address options

Marketplace	Default Return Address	Return Address Preferences
Mexico		IS ✎ Default Return Address
Canada		US ✎ Default Return Address
USA	1000 NEW BRUNN ST, CALABASH, NC 28467-1600	✎ Default Return Address

Do you have more than one return address?

[Manage your return address](#)

Cancel
Save Settings