Catalog SOP: Return Status and Issue Refunds (MFN)

03/03/2025 10:55 am CST

> **ℹ** **Who is this for**? This is for customers who have questions or concerns related to refunds and returns of products or services they have purchased.
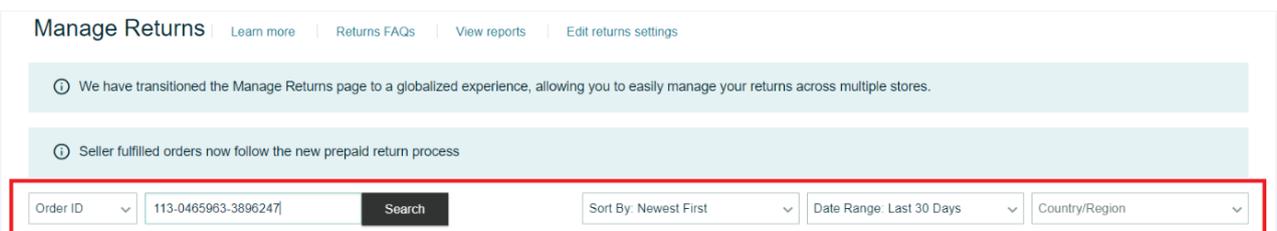
> **✓** **Objective**: To efficiently and accurately handle return requests and issue refunds to ensure customer satisfaction and maintain a positive brand reputation.

Instructions:

1. Log in to Seller Central Account and go to Orders> Manage Returns
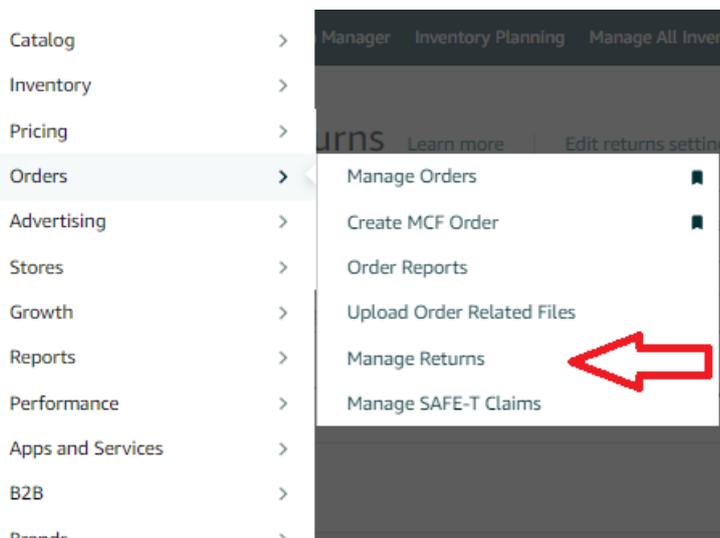
2. Paste the Order ID and Search, Note that you can modify the Date range, and Sort By.

3. Check the return Details, Return Status and Available Action

Note: You must respond to return requests that require manual authorization within 24 hours. You are required to issue a refund within two business days of receipt of a return. If you do not take action regarding the refund, Amazon may refund the buyer on your behalf and charge the amount to your seller account. In addition, if you refuse to accept the return of an item and Amazon determines that it is materially different, you might be held responsible for any A-to-Z Guarantee claim or chargeback dispute that is filed.

Return Auto-Authorization: Amazon automatically authorizes US return requests that fall within Amazon's return policy, including items with seller-filed SKU exemptions from the Prepaid returns for seller-fulfilled orders. Return requests that are out-of-policy or category-exempt will be sent for manual authorization. For more information, go to Authorize a return request.

Prepaid return labels: Amazon automatically enrolls US sellers in the Prepaid returns for seller-fulfilled orders. In this program, we provide buyers with prepaid return shipping labels on your behalf through Use Buy Shipping services.

Return labels for exempt items: For returns of seller-fulfilled SKUs that are exempt from the Prepaid Returns Label program, you will have the option to upload a merchant-paid label. We recommend that these merchant-paid labels include tracking. Go to Return Settings in Seller Central to select the return label you want to provide for exempt items.

Wrong item returned by buyers: Sometimes buyers mistakenly return a different item than the one they purchased from you. If this happens, contact the buyer to do the following:●

 Let them know that they may have accidentally returned the wrong item.●

 Ask them if they would like you to return the item to them.●

 Inform them that they can return the correct item for a refund.

If the buyer indicates that they would like the wrong item back, consider sending it back to them. If the buyer indicates that they received the wrong item initially, consider giving them the benefit of the doubt.

Please make sure that the item was returned to the warehouse or to your client before processing any refunds. Once the return has been confirmed by the client, advise them to check the condition of the item so that they can decide whether they process a full or partial refund.

To issue a refund:

4. Check the tracking information and verify that the item was returned to the warehouse. Click Issue Refund.

Collapse all details

Approved: 0 days ago
Ordered: 27 days ago

Buyer: Ryan
Communication History

Order ID: 11x
RMA: DLEhBIrhRRMA

✅ Auto-authorized

Return Reason: **Item defective or doesn't work**

Return Quantity: 1
Buyer Comment: Item was too small for what I needed it for need to get the next size up.

Edit authorization

Issue refund

Complete

Contact buyer

^ Hide details

Shipping label details:
Label Type: Amazon label
Shipping Carrier: UPS
Tracking ID: 1Z0\
Tracking status Carrier picked up the package.

Overall Return Information
Order Date: March 3, 2023 7:34:42 AM PST
Request Date: March 30, 2023 8:12:56 AM PDT
Approval Date March 30, 2023 8:12:36 AM PDT
Total Order Value: $47.84

Charge restocking fee   ✕

☑ I want to refund this unit

1. Grade condition of returned item

	Original condition	Minor damages	Severe damages	Missing	Materially different
Item	●	○	○	○	○
Accessories	●	○	○	○	○
Packaging	●	○	○	○	

Additional information
☐ Item shipped outside of return window

2. Charge restocking fee
You cannot charge restocking fees for items returned in original condition.

Upload photos of used or damaged item ⍰
No photos necessary for items returned in original condition.

Cancel   Save

You may charge a restocking fee if the item is damaged, missing parts, or was delivered outside of the return period. NOTE: Charge a 10% restocking fee for returns that state that they were "purchased by mistake" or "no longer needed"; in other words, the packing was changed. For the other factors, give a complete refund.

5. Choose Reason for Refund. Click Submit Refund.

Refund order Learn more

ⓘ Tax only refunds are managed by Amazon for Marketplace Facilitated orders. Learn more   ✕

Returned Items	Cost	Amount to refund
	$38.04	All units: $38.04 (full refund)
		Charge restocking fee

Return Reason: Item defective or doesn't work
Customer comment: item was too small for what I needed it for
need to get the next size up.

Reason for refund: * [Customer Return ⌄]   ⟵

+ Product tax ⓘ	$2.85	Tax to be calculated
Outbound shipping	$6.95	☐ Refund outbound shipping ($6.95)
Total	$47.84	$38.04 + full tax amount to be calculated

Additional refunds/charges	Cost	Amount to refund/charge
Additional refunds		Refund [$ 0.00] Remaining: $20.00

Return request summary

Customer: ▭
Message history

Order ID: 114
Ordered: 27 days ago
Approved: 0 days ago
Label Price: $8.26

✅ Auto-authorized

Refund summary

Refund amount

Order amount	$38.04
Return shipping	$0.00
Additional refunds	$0.00
Total	$38.04
Amount to refund	**$38.04**
	+ full tax amount to be calculated

Cancel   Submit refund   ⟵