

Returns and Refunds Overview

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Overview

When a customer wants to return merchandise that was already shipped, it should be processed through an **RMA**. RMA stands for **Return Merchandise Authorization** and facilitates the return of a product for a refund, replacement, or repairs.

The **RMA Workflow** in Sellercloud lets you keep track of your returns from the first contact with the customers until your products are received back into your warehouse. You can add different return reasons and effortlessly generate return labels as part of your return management process.

Related Articles

The following articles contain useful and important information related to the **RMA Workflow** in Sellercloud.

[RMA Workflow](#)

- This article describes the RMA process for managing your product returns in Sellercloud. Learn what you need to configure to start using the RMA workflow, and how to create and manage RMAs.

[RMA Reasons and Resolutions](#)

- In this article, you can read more about configuring various reasons and resolutions to help you better track and manage your RMAs. See how to create reasons and resolutions for your item returns.

[RMA Labels Configuration](#)

- Return Labels are a crucial step of your RMA workflow. Upon returning an item, you will need an RMA Label to complete the process of your return. This article will guide you on Return Label Configuration

[Configure Refund Handling](#)

- Navigate to this article to get instructions on how to restrict users from issuing refunds. Set refund limitations and configure advanced permissions.

[Order Cancellation and Refunds Workflow](#)

- This article will guide you through the process of cancelling and refunding an order in Sellercloud that is not yet shipped.
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