



E-Commerce Order Return & Refund Support Checklist 2026

Return Request Verification

Steps to validate the customer's order details,-verify purchase date eligibility, and check product return window compliance.

Order ID Number

Purchase Date

Return Reason Category

- ☐ Damaged on Arrival
- ☐ Wrong Item Received
- ☐ Changed Mind
- ☐ Defective/Malfunctioning
- ☐ Does Not Match Description

Proof of Purchase/Receipt

 Upload File

Items Included in Return

- ☐ Main Product
- ☐ Accessories
- ☐ Manuals/Documentation
- ☐ Original Packaging

Customer Description of Issue

Write something...

Return Merchandise Authorization (RMA) Issuance

Procedures for generating return labels, assigning RMA numbers, and communicating return instructions to the customer.

RMA Number

Write something...

RMA Issue Date

Enter date...

Return Method

- ☐ Prepaid Shipping Label Provided
- ☐ Customer Arranges Shipping
- ☐ Store Drop-off

Included Return Documents

- ☐ Return Slip
- ☐ Original Invoice
- ☐ Instruction Manual
- ☐ Warranty Card

Generated Shipping Label Copy

 Upload File

Support Agent Authorization

Product Condition Inspection

Standardized criteria for evaluating the physical state of the returned item, checking for damage, usage, or missing packaging.

Item Condition Status

- ☐ Brand New / Unopened
- ☐ Opened / Good Condition
- ☐ Damaged / Defective
- ☐ Used / Signs of Wear

Missing Components Checklist

- ☐ Original Packaging
- ☐ Instruction Manual
- ☐ Power Cables/Adapters
- ☐ Accessories/Small Parts
- ☐ Warranty Documentation

Detailed Damage Description

Write something...

Photos of Returned Item

 Upload File

Inspector Verification

Refund Processing & Payment Reversal

Workflow for initiating credit to the original payment method, verifying transaction amounts, and updating accounting records.

Refund Method

- ☐ Original Payment Method
- ☐ Store Credit
- ☐ Gift Card

Refund Amount

Enter a number...

Transaction Processing Date

Enter date...

Transaction Reference ID

Write something...

Refund Components Included

- ☐ Product Price
- ☐ Shipping Fees
- ☐ Taxes
- ☐ Discount Adjustments

Finance Manager Approval

Inventory Restocking & Logistics

Instructions for updating stock levels in the ERP/IMS system and managing the physical movement of goods back to warehouse shelves.

SKU/Product Identifier

Quantity to Restock

Warehouse Bin Location

- ☐ Aisle A - Returns
- ☐ Aisle B - Resalable
- ☐ Aisle C - Damaged/Quarantine

Restocking Actions Taken

- ☐ Item Cleaned
- ☐ New Packaging Applied
- ☐ Barcode Re-labeled
- ☐ Moved to Main Inventory

Restocking Completion Date

Photo of Item Condition Post-Inspection



Upload File

Warehouse Staff Verification

Customer Communication & Closure

Final steps for notifying the customer of the processed refund and closing the support ticket in the CRM.

Customer Email Address

Notification Sent Date

Resolution Status

- ☐ Refund Processed
- ☐ Store Credit Issued
- ☐ Replacement Dispatched
- ☐ Return Denied

Closing Summary Note

Write something...

Support Agent Sign-off

Root Cause Analysis & Reporting

Documenting the reason for return to identify patterns in product defects or shipping errors for 2026 quality improvement logs.

Primary Reason for Return

- ☐ Damaged during transit
- ☐ Defective/Malfunctioning product
- ☐ Incorrect item sent
- ☐ Changed mind/No longer needed
- ☐ Product not as described
- ☐ Late delivery

Identified Quality Issues

- ☐ Packaging failure
- ☐ Manufacturing defect
- ☐ Labeling error
- ☐ Incomplete contents

Detailed Incident Description

Write something...

Analysis Completion Date

Enter date...

Supporting Evidence (Photos/Docs)

 Upload File

Quality Assurance Auditor Signature

< Previous

> Next

🏆 Finish

🔧 Generate Sample Report