



Return & Exchange Policy Checklist: Retail Customer Service & Loss Prevention

Policy Awareness & Training

Ensuring staff understand and consistently apply the return and exchange policy.

Summary of Return & Exchange Policy

Write something...

Topics Covered in Training

- ☐ Eligibility Criteria
- ☐ Condition Requirements
- ☐ Proof of Purchase
- ☐ Refund Methods
- ☐ Time Limits
- ☐ Exception Handling

Number of Employees Trained

Enter a number...

Date of Last Training Session

Training Method Used

- ☐ In-Person
- ☐ Online
- ☐ Video Training

Who Conducted Training?

- ☐ Store Manager
- ☐ HR Department
- ☐ External Consultant

Training Material Upload

 Upload File

Customer Identification & Verification

Procedures for verifying purchase and customer identity.

Customer Name

Phone Number

Proof of Purchase Method

- ☐ Original Receipt
- ☐ Digital Receipt (Email)
- ☐ Credit/Debit Card Statement
- ☐ Loyalty Program Account

Upload Proof of Purchase (if digital)

 Upload File

Identification Type (if required)

- ☐ Driver's License
- ☐ Passport
- ☐ Government ID

Identification Number (if applicable)

Write something...

Product Condition Assessment

Guidelines for evaluating returned items and determining eligibility.

Describe any visible damage to the product (e.g., scratches, tears, stains).

Write something...

Percentage of original packaging remaining (0-100).

Enter a number...

Which of the following conditions apply?

- ☐ New/Unused
- ☐ Used - Excellent
- ☐ Used - Good
- ☐ Used - Fair
- ☐ Damaged
- ☐ Missing Parts

Is the product's serial number present and legible?

- ☐ Yes
- ☐ No
- ☐ N/A

Upload photos of the product's condition (optional).

 Upload File

Does the product function as intended?

- ☐ Yes
- ☐ No
- ☐ N/A

Return Authorization & Documentation

Process for issuing return authorizations and recording return details.

Return Authorization Number

Enter a number...

Date of Authorization

Enter date...

Reason for Return

- ☐ Defective
- ☐ Damaged
- ☐ Incorrect Item
- ☐ Changed Mind
- ☐ Other

Additional Comments/Notes (Staff)

Write something...

Return Shipping Method (if applicable)

- ☐ Customer Responsibility
- ☐ Store Responsibility
- ☐ Other

Supporting Documentation (e.g., Photos of Damage)

 Upload File

Inventory Management of Returns

Handling and restocking returned merchandise.

Quantity of Returned Items

Enter a number...

Condition Category (e.g., New, Like New, Used)

- ☐ New
- ☐ Like New
- ☐ Used - Excellent
- ☐ Used - Fair
- ☐ Damaged

Restock Priority (e.g., Immediate, Within 1 Week, Within 1 Month)

- ☐ Immediate
- ☐ Within 1 Week
- ☐ Within 1 Month

Notes on Restocking Requirements (e.g., cleaning, repairs)

Write something...

Date of Return Entry

Enter date...

Restocking Location

- ☐ Front of Store
- ☐ Back Stockroom
- ☐ Online Fulfillment Center

Refund/Exchange Processing

Steps for completing refunds or exchanges.

Refund/Exchange Amount

Refund Method

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

Transaction Date

Processing Time

Exchange Item Status (if applicable)

- ☐ In Stock
- ☐ Out of Stock - Backorder
- ☐ Out of Stock - Discontinued

Authorization Code (if applicable)

Write something...

Notes/Comments (if any)

Write something...

Transaction Type

- ☐ Refund
- ☐ Exchange

Loss Prevention & Fraud Detection

Identifying and preventing fraudulent returns.

Common Fraud Indicators Observed?

- ☐ Missing Original Tags
- ☐ Altered Product Labels
- ☐ Multiple Returns by Same Customer
- ☐ Unusual Purchase Patterns
- ☐ Suspicious Identification
- ☐ Lack of Receipt
- ☐ Damaged Packaging

Number of Returns by Customer (within last 3 months)

Enter a number...

Verification Method Used (Receipt/Online Order/Credit Card)

- ☐ Receipt
- ☐ Online Order Confirmation
- ☐ Credit Card Match

Detailed Description of Suspicious Activity (if any)

Write something...

Receipt Verification Outcome

- ☐ Valid
- ☐ Invalid
- ☐ Missing
- ☐ Suspicious

Upload Image/Video of Suspicious Item (if applicable)

 Upload File

Policy Updates & Compliance

Ensuring the policy aligns with legal requirements and business practices.

Last Policy Review Date

Enter date...

Summary of Policy Changes (if applicable)

Write something...

Version Number of Current Policy

Enter a number...

Legal Review Required?

☐ Yes

☐ No


Compliance with Local Laws?

☐ Yes

☐ No

☐ Not Applicable

Copy of Updated Policy Document

 Upload File

Date of Next Scheduled Review

Enter date...

Reporting & Analysis

Tracking return rates and identifying areas for improvement.

Total Number of Returns This Period

Enter a number...

Number of Exchanges This Period

Enter a number...

Total Value of Returns (\$)

Enter a number...

Return Rate (%) (Returns / Sales)

Enter a number...

Primary Reasons for Returns

- ☐ Defective Product
- ☐ Wrong Size/Color
- ☐ Changed Mind
- ☐ Damaged in Transit
- ☐ Other

Date of Analysis

Enter date...

Summary of Trends & Insights

Write something...

Average Processing Time (minutes)

Enter a number...

Customer Communication

Ensuring clear and consistent messaging regarding the return and exchange policy.

Website Return Policy Description

Write something...

In-Store Signage Text

Write something...

Default Response to Return Inquiry (Phone/Email)

- ☐ Standard Response 1
- ☐ Standard Response 2
- ☐ Standard Response 2

Preferred Communication Channel for Return Instructions

- ☐ Email
- ☐ Phone
- ☐ SMS

Last Policy Update Communication Date

Enter date...

Communication Channels Used to Announce Policy Changes

- ☐ Website
- ☐ Social Media
- ☐ Email Newsletter

Link to Return Policy Page (Website)

Write something...