



Reverse Logistics Checklist: Logistics Returns Processing & Value Recovery

Returns Authorization & Documentation

Ensuring proper authorization and documentation is obtained for all returns.

Return Authorization (RA) Number

Date of Return Request

Reason for Return

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

Customer Description of Issue

Return Shipping Method

- ☐ Prepaid Label
- ☐ Customer Paid
- ☐ Other

Supporting Photos/Documentation (Optional)

 Upload File

Customer Signature (Digital)

Write something...

Receiving & Inspection

Process for receiving returned items and conducting initial inspections for damage or discrepancies.

Tracking Number

Enter a number...

Date Received

Enter date...

Time Received

Condition of Packaging

- ☐ Intact
- ☐ Damaged
- ☐ Open

Reason for Return (Initial Assessment)

- ☐ Defective
- ☐ Wrong Item
- ☐ Damaged
- ☐ Unwanted
- ☐ Other

Notes on Condition (Initial Assessment)

Write something...

Photos of Received Item (if damaged or unusual)

 Upload File

Product Categorization & Disposition

Categorizing returned products (e.g., resellable, repairable, scrap) and determining the appropriate disposition method.

Return Reason Code

- ☐ Defective
- ☐ Wrong Item
- ☐ Damaged in Transit
- ☐ Customer Changed Mind
- ☐ Other

Condition Assessment

- ☐ New - Unused
- ☐ Like New - Minimal Wear
- ☐ Used - Good Condition
- ☐ Used - Fair Condition
- ☐ Damaged/Unsalvageable

Estimated Resale Value

Enter a number...


Disposition Method

- ☐ Restock for Resale
- ☐ Refurbishment Required
- ☐ Recycling
- ☐ Scrap
- ☐ Donation

Detailed Notes/Comments

Write something...

Supporting Documentation (Photos)

 Upload File

Resale & Refurbishment

Procedures for restocking, pricing, and selling returned items that are in good condition.

Refurbishment Cost (per unit)

Enter a number...

Condition After Refurbishment

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

Parts Replaced/Refurbished

- ☐ Screen
- ☐ Battery
- ☐ Housing
- ☐ Software Updated
- ☐ Other

Specific Refurbishment Notes (if any)

Write something...

New Retail Price Category

- ☐ Full Price
- ☐ Discounted Price
- ☐ Clearance Price

New Retail Price

Enter a number...

Repair & Refurbishment

Processes for repairing or refurbishing returned items to restore functionality and resale value.

Description of Repair/Refurbishment Needed

Write something...

Estimated Repair Time (Hours)

Enter a number...

Parts Replaced/Refurbished

- ☐ Screen
- ☐ Battery
- ☐ Housing
- ☐ Keyboard
- ☐ Other

Photos of Damage/Repair Progress

 Upload File

Repair Start Date

Enter date...

Estimated Completion Date

Enter date...

Repair Cost

Enter a number...

Recycling & Scrap Handling

Ensuring environmentally responsible recycling or disposal of unsalvageable items.

Estimated Weight of Scrap Material (kg)

Enter a number...

Material Types for Recycling (Select All That Apply)

- ☐ Metal
- ☐ Plastic
- ☐ Paper
- ☐ Electronics
- ☐ Glass

Recycling Vendor

- ☐ Vendor A
- ☐ Vendor B
- ☐ Vendor C


Date of Recycling/Scrap Removal

Enter date...

Notes regarding specific recycling procedures or unusual materials

Write something...

Supporting Documentation (e.g., Recycling Certificate)

 Upload File

Credit & Refund Processing

Timely and accurate processing of customer credits and refunds for returned goods.

Return Amount

Enter a number...

Refund Method

- ☐ Original Payment Method
- ☐ Store Credit
- ☐ Check

Refund Issue Date

Enter date...

Refund Transaction ID

Enter a number...

Refund Status

- ☐ Pending
- ☐ Processing
- ☐ Completed
- ☐ Cancelled

Notes/Comments

Write something...

Data Analysis & Reporting

Tracking and analyzing returns data to identify trends and improve processes.

Total Number of Returns Processed

Enter a number...

Cost of Reverse Logistics per Return

Enter a number...

Primary Reason for Returns (Category)

- ☐ Defective Product
- ☐ Incorrect Item Shipped
- ☐ Customer Changed Mind
- ☐ Damaged in Transit
- ☐ Other

Percentage of Returns Resold

Enter a number...

Date of Report Generation

Enter date...

Summary of Key Findings/Trends

Write something...

Report Type

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Quarterly

Packaging & Labeling

Proper packaging and labeling of returned items for various disposition methods.

Packaging Type Used

- ☐ Original Packaging
- ☐ Generic Box
- ☐ Custom Packaging
- ☐ Poly Bag

Labeling Requirements

- ☐ Return Tracking Number
- ☐ Reason Code
- ☐ Condition Report
- ☐ Special Handling Instructions

Number of Items in Package

Enter a number...

Condition Report Notes

Write something...

Packaging Photo (Optional)

 Upload File

Compliance & Legal Considerations

Adhering to all relevant legal and regulatory requirements related to returns processing.

Return Policy Adherence

- ☐ Fully Compliant
- ☐ Minor Deviations
- ☐ Significant Non-Compliance

Number of Returns Requiring Legal Review

Enter a number...

Last Policy Review Date

Enter date...

Summary of Recent Legal Consultations (if applicable)

Write something...

Warranty Claims Handling

- ☐ Following Established Procedures
- ☐ Requiring Additional Approval
- ☐ Potential Legal Issues Identified

Upload Relevant Legal Documents (e.g., Returns Policy, Warranty Agreements)

 Upload File