

Processing Refunds and Returns – Amazon Marketing

You may give away this report. It may not be modified in any manner.

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Processing Refunds and Returns



There are many reasons why a product might get returned or need to be refunded when you are selling on Amazon.com. Maybe the wrong item was ordered or it didn't fit or for some reason you can't fulfill the order. When a refund or return must take place there are a few steps that need to be taken.

Reasons for refunds or returns

You as the seller can't fulfill the order. Occasionally, you may run out of stock or the item gets broken before it can be shipped. If you can't ship the item within 2 business days, you should cancel the order.

The customer doesn't receive the order. In this case, you need to work with the buyer to come up with a mutually beneficial solution. Provide a high level of customer service no matter what the problem is. Your options might include refunding the buyer their costs, shipping the item at your cost or getting the buyer to wait a few days longer for the item to arrive.

The customer returns an item. In this case, if you listed the item accurately, then you can simply issue a refund on the price of the item but not the shipping cost.

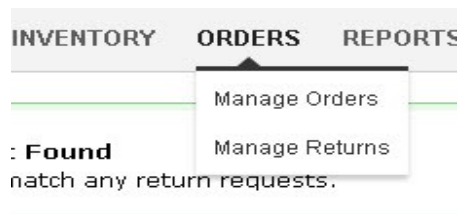
You get a request from the customer to cancel an order. The buyer cannot cancel an order through Amazon once it has been completed. They can, however, contact you directly to cancel an order. If the order hasn't been shipped, you can cancel the order in your marketplace inventory. If it has shipped, ask the customer to return the item and you can issue a refund.

The buyer's address cannot be used to deliver the order. In this case, simply cancel the order.

Manual returns

Amazon will notify you through e-mail if the buyer has requested authorization to return and item to you.

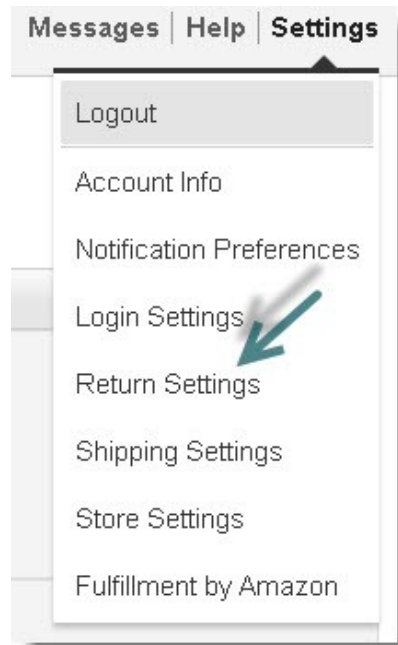
To process a return, log in to your seller page. Under the orders tab, click Manage Returns.



There are four actions available for you to take depending on the return request status.

1. **Authorize the request.** Review the request and then authorize your buyer to return the item to you. You will be prompted to use either the Return Merchandise Authorization (RMA) number that Amazon generates or enter your own custom RMA number. The RMA number appears on the RMA and the Return Mailing Label for the customer. Amazon sends the buyer a non-prepaid return label that will have your return address on it.
2. **Issue a refund.** You as the seller, can issue a refund either immediately, if you are letting the buyer keep the item for some reason, or after the item is returned, If you prefer to have the item returned, wait until you receive it before issuing a refund.
3. **Close the return request.** If you are not willing to accept the return, choose the reason for closing the request and give the buyer a reason why in the comments. Amazon will then send the buyer the message for closure. Buyer or seller can close a return request.
4. **Contact the buyer.** Send them an email to discuss what the issue and work out a mutual solution. You can provide a prepaid shipping label for the buyer through this option.

Make sure you set up your seller return settings to include your address where the returns are to be shipped. This is done on the sellers manage orders page.



Manual refunds

If you have already reviewed the return and want to issue a refund go to the manage orders tab. You can issue a full refund or a partial refund.

For a full refund, first select the reason for the refund from the drop down menu. You can leave a note for the buyer in the comments section.

Order ID: # [110-4646045-2657051](#)

Full Refund **Partial Refund**

Select the reason for the refund, and if you choose, enter concessions in addition to the full refund amount.

| | |
|---------------------------|---|
| Reason for refund: | Select a reason |
| Order total: | \$4.00 (Includes item price and shipping) |
| Prior refund: | (\$0.00) |

For a partial refund, click on the partial refund tab. Select a reason from the drop down box. You can refund either the product or shipping costs or both.

concessions in addition to the full refund amount, use the following fields:

| | |
|---------------------------|-----------------|
| Reason for refund: | Select a reason |
| Order total: | |
| Prior refund: | |
| Refund amount: | |
| Concession: | |
| Concession: | |

To refund an additional amount to the buyer, use the following fields:

- No Inventory
- Customer Return
- Buyer Cancelled
- General Adjustment
- Could Not Ship
- Different Item
- Merchandise Not Received
- Merchandise Not As Described
- Pricing Error
- Shipping Address Undeliverable
- Delivered Late by Carrier
- Missed Fulfillment Promise

When a refund is issued, Amazon determines the amount of their fees that will be credited back to you, based on the product and the amount of the order.

You can issue an amount in excess of the costs to cover the customer's return shipping costs if you like. Enter those in the fields indicated.

The total is the amount that will be refunded.

| Reason for refund: | Order amount | Prior refund | Amount to refund | Max amount |
|--|--|--------------|------------------|------------|
| Reason for refund: 1 Select a reason Select a reason No Inventory Customer Return Buyer Cancelled General Adjustment Could Not Ship Different Item Merchandise Not Received Merchandise Not As Described Pricing Error Shipping Address Undeliverable Delivered Late by Carrier Missed Fulfillment Promise | \$0.01 | (\$0.00) | \$ 0.00 | \$0.01 |
| Product: 2 Shipping: Return shipping cost Other concession: | \$3.99 | (\$0.00) | \$ 0.00 | \$3.99 |
| | --- | (\$0.00) | \$ 0.00 | \$17.98 |
| | --- | (\$0.00) | \$ 0.00 | \$20.00 |
| TOTAL: | \$4.00 | (\$0.00) | \$0.00 | \$41.98 |

Amazon fulfillment refunds and returns

With Fulfillment By Amazon, Amazon takes care of fulfilling the order and customer service including processing returns.

Amazon determines if a product is eligible to be returned. This chart shows how they determine this.

| What is the condition of the returned unit? | How is the customer compensated? | How are you (the seller) compensated? | What happens to the returned inventory? |
|---|--|---|---|
| Sellable | FBA debits your account for the product sales price plus applicable taxes to reimburse the customer. | FBA credits your account for all or part of the Referral Fee and, where applicable, the Variable Closing Fee you paid to Amazon in connection with the unit.* | Returned unit is added to your inventory and designated "Fulfillable." |
| Unsellable AND it's a circumstance where Amazon takes responsibility for damage to the unit as set forth in the FBA Service Terms | Same as above. | FBA credits your account for Replacement Value** AND all or part of the Referral Fee and, where applicable, the Variable Closing Fee you paid to Amazon in connection with the unit.* | Returned unit is NOT added to your inventory. |
| Unsellable AND it's a circumstance where Amazon does NOT take responsibility for damage to the unit as set forth in the FBA Service Terms | Same as above. | FBA credits your account all or part of the Referral Fee and, where applicable, the Variable Closing Fee you paid to Amazon in connection with the unit.* | Returned unit is added to your inventory and designated "Unfulfillable." You can create a removal order to have the unit returned to you. |

If you want issue a refund even with Amazon taking care of customer service, you will need to do so manually.

Manual refunds are held in Pending status for up to two hours so you can cancel by clicking on the Cancel all pending refunds for this order.

Taking care of your customer's refunds and returns is an important part of any selling program. Doing so in the Amazon marketplace can be done easily and with minimal steps.

Amazon Marketing Info Products

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