

Return Merchandise Authorization

(RMA) for Magento 2

Magento Extension by PIXLOGIX

USER GUIDE



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Table of Contents

1. Installation Process	4
2. RMA Configuration	5
Step 1: General Settings	5
Step 2: RMA Policy Settings	7
3. Return Requests	8
Step 1: New Return	8
Step 2: Select Order	9
Step 3: Select Product	10
Step 4: Choose Return Quantity.....	11
Step 5: Choose Return Reason.	12
Step 6: Go To Return Reasons.....	13
Step 7: Return Reasons	14
Step 8: Add New Return Reason	15
Step 9: Choose Return Condition	16
Step 10: Return Conditions	16
Step 11: Add New Condition	18
Step 12: Choose Return Resolution.....	19
Step 13: Resolutions	20
Step 14: Add New Resolution	21
Step 15: Return File Attachment.....	22
Step 16: Configure Product Return Rules	23
Step 17: Return Rules.....	25
Step 18: Add New Return Rule.....	26
Step 19: Manage Return Requests	28
Step 20: Detail of Return Request.....	29
Step 21: Return Shipping Labels.....	31
Step 22: Add New Shipping Label	32
Step 23: Customer’s Return Requests	33

Step 24: Customer Feedback.....36
Step 25: Reports.....38
Help & Support.....40

1. Installation Process

To install the extension, you need to follow below steps

- Backup your web directory and store database
- Enable all cache from admin (System > Tools > Cache Management) before upload extension.
- Extract extension zip package and copy folder (app).
- Upload (app) folder to your store root folder by FTP.
- After uploading (app) folder navigate to your store root folder in the SSH console of your server:
 - Go to root of your Magento installation.
 - Run the following command:
 - `php bin/magentosetup:upgrade`
 - `php bin/magentosetup:static-content:deploy -f`
 - `php bin/magentocache:flush`
- Flush the store cache; Logout to complete installation process and login.

2. RMA Configuration

Step 1: General Settings

The screenshot shows the 'Configuration' page for RMA settings. The left sidebar contains navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, System, and Find Partners & Extensions. The main content area is titled 'Configuration' and includes a search icon, a notification bell, and a user profile 'admin'. Below this is a 'Scope: Default Config' dropdown and a 'Save Config' button. The 'General Settings' section is expanded, showing the following options:

- Enable RMA Module** [website]: Yes (dropdown)
- Ask Customers to Leave Feedback** [website]: Yes (dropdown)
- Max Message Attachment File Size (KB)** [website]: 2000 (text input)
- Allowed Order Statuses for RMA** [website]:
 - Canceled
 - Closed
 - Complete
 - Suspected Fraud
 - On Hold
 - Payment Review
 - PayPal Canceled Reversal
 - PayPal Reversed
 - Pending
 - Pending Payment
 - Pending PayPal
 - Processing

At the bottom of the page, there is a link for 'RMA Policy Settings'.

- **Enable RMA Module:** To enable or disable RMA extension.
- **Ask Customers to Leave Feedback:** Set **Yes** to allow your customers to offer feedback, or **No** to turn off the feedback option.
- **Max Message Attachment File Size:** If you have some issue related products then you are able to give that attachment of the product and send it to seller. Limit the size of allowed attachments if needed.

- **Allowed Order Statuses for RMA:** Select order statuses for which RMA will be allowed. RMA request cannot be created for orders without shipped items.

Step 2: RMA Policy Settings

The screenshot shows a web application configuration interface. On the left is a vertical sidebar with icons and labels for various sections: DASHBOARD, SALES, CATALOG, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, SYSTEM, and FIND PARTNERS & EXTENSIONS. The main area is titled 'Configuration' and contains a 'Save Config' button in the top right. A left-hand menu lists categories: GENERAL, CATALOG, SECURITY, CUSTOMERS, SALES, YOTPO, DOTDIGITAL, SERVICES, and ADVANCED. The 'GENERAL' category is selected. The configuration options include: 'Ask Customers to Leave Feedback' (Yes), 'Max Message Attachment File Size (KB)' (2000), and 'Allowed Order Statuses for RMA' (a list of checkboxes with 'Complete' and 'Pending' checked). Below this is a section for 'RMA Policy Settings' with 'Enable Return Policy' (Yes) and 'Return Policy CMS Page' (Privacy Policy).

With the extension, you can create your own return policy and display it to customers to make your RMA maximally clear.

- **Enable Return Policy** - To enable, a customer will have to accept the Return Policy before submitting a Return Request.
- **Return Policy CMS Page** - Select a CMS page for orders and returns policy to redirect your customers.

3. Return Requests

Step 1: New Return

Welcome, Malcolm Meltoni

LUMA Search entire store here...

What's New Women Men Gear Training Sale

My Account
My Orders
My Downloadable Products
My Wish List
Address Book
Account Information
Stored Payment Methods
My Product Reviews
Newsletter Subscriptions
My Returns

My Return Requests

[New Return](#)

Return ID	Order ID	Date	Status	Action
1	#00000014	2022-04-15 10:34:56	New Request	View

1 Item Show per page

Compare Products
You have no items to compare.

Recently Ordered

- Login with your account.
- Click on the **My Returns**.
- Apply for return product, click on **New Return** button.

Step 2: Select Order

Welcome, Malcolm Melton! ▾

LUMA Search entire store here... 🔍 🛒

What's New Women ▾ Men ▾ Gear ▾ Training ▾ Sale

New Return

Name: Malcolm Melton
Email: ponoxex@mailinator.com

Select Order:

---Select Order---

---Select Order---

Order# 000000006 - Creation Date: 2022-03-30 06:27:08 (complete)

Order# 000000010 - Creation Date: 2022-04-05 07:16:07 (pending)

Order# 000000011 - Creation Date: 2022-04-05 07:16:58 (pending)

Order# 000000012 - Creation Date: 2022-04-05 07:18:16 (pending)

My Account
My Orders
My Downloadable Products
My Wish List

Address Book
Account Information
Stored Payment Methods

My Product Reviews
Newsletter Subscriptions

My Returns

Compare Products

You have no items to compare.

Recently Ordered

- Here, select an order which you want to return.

Step 3: Select Product

Welcome, Malcolm Melton! ▾

 Search entire store here...  

What's New Women ▾ Men ▾ Gear ▾ Training ▾ Sale

My Account
My Orders
My Downloadable Products
My Wish List
Address Book
Account Information
Stored Payment Methods
My Product Reviews
Newsletter Subscriptions
My Returns
Compare Products
You have no items to compare.
Recently Ordered

New Return

Name: Malcolm Melton
Email: ponoxex@mailinator.com

Select Order:
Order# 00000010 - Creation Date: 2022-04-05 07:16:07 (pending) ▾

<input checked="" type="checkbox"/>		Stellar Solar Jacket-M-Red SKU: WJ01-M-Red	Return Qty: 1 ▾ / 1 Return Reason: ---Please select--- ▾ Product Condition: ---Please select--- ▾ Return Resolution: ---Please select--- ▾
<input type="checkbox"/>		Joust Duffle Bag SKU: 24-MB01	Sorry, the item can't be returned

After choosing the order to return you need to select product(s) which you want to return.

Step 4: Choose Return Quantity.

Default welcome msg! ▾

 Search entire store here... 

What's New Women ▾ Men ▾ Gear ▾ Training ▾ Sale

My Account
My Orders
My Downloadable Products
My Wish List
Address Book
Account Information
Stored Payment Methods
My Product Reviews
Newsletter Subscriptions
My Returns
Compare Products
You have no items to compare.
My Wish List

New Return

Name: Malcolm Melton
Email: ponoxex@mailinator.com

Select Order:
Order# 000000006 - Creation Date: 2022-03-30 06:27:08 (complete) ▾

<input type="checkbox"/>		Stellar Solar Jacket-M-Red SKU: WJ01-M-Red	Return Qty: 1 / 1 Return Reason: ---Please select--- Product Condition: ---Please select--- Return Resolution: ---Please select---
<input type="checkbox"/>		Stellar Solar Jacket-M-Yellow SKU: WJ01-M-Yellow	Sorry, the item can't be returned

- After selecting the product to return you need to select product quantity which you want to return.

Step 5: Choose Return Reason.

New Return

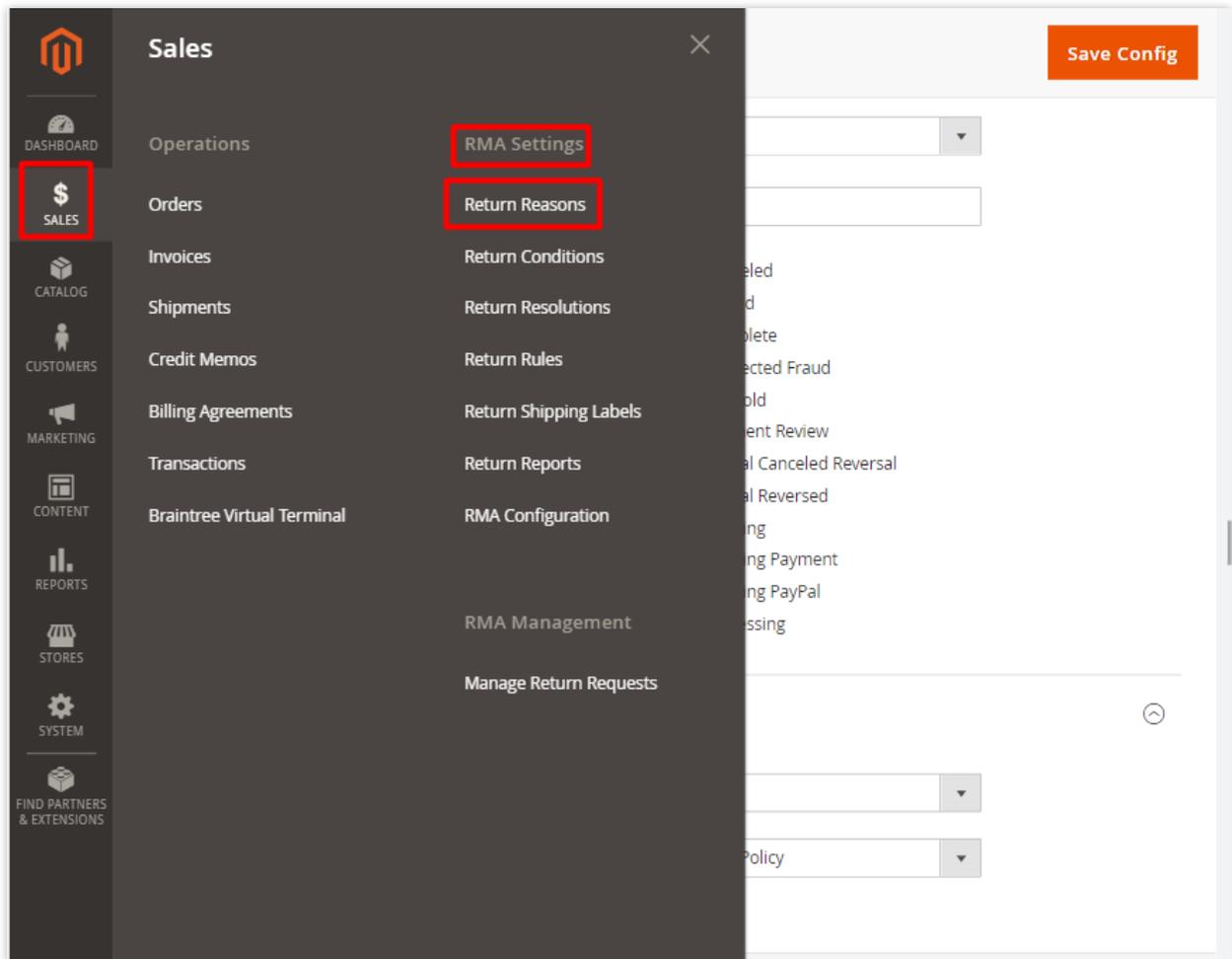
Name: Malcolm Melton
Email: ponoxex@mailinator.com

Order# 00000014 - Creation Date: 2022-04-05 07:27:48 (complete) ▾

<input checked="" type="checkbox"/>		Stellar Solar Jacket-M-Red SKU: WJ01-M-Red	Return Qty: 1 ▾ / 1
<input type="checkbox"/>		Joust Duffle Bag SKU: 24-MB01	Return Reason: ---Please select--- ▾ ---Please select--- Wrong product description Wrong product delivered Wrong product ordered Product did not meet customer's expectations No longer needed/wanted Defective/Does not work properly Damaged during shipping Late delivery of items

- Select which reason is suitable for your product.
- For customers, it is allowed to create requests according to return reasons which store admin have created in the backend settings.

Step 6: Go To Return Reasons.



Please go to **Admin Panel** → **Sales** → **RMA Settings** → **Return Reasons**.

Step 7: Return Reasons

Manage Return Reasons

Search by keyword Filters Columns

Search by keyword

Actions 20 per page

<input type="checkbox"/>	ID ↑	Title	Who Pays For Shipping	Position Number	Status	Created	Modified	Action
<input type="checkbox"/>	9	Late Delivery of Items	Store Owner	8	Enabled	Apr 15, 2022 4:15:20 AM	Apr 15, 2022 4:15:20 AM	Select ▾
<input type="checkbox"/>	8	Damaged During Shipping	Store Owner	7	Enabled	Apr 15, 2022 4:15:20 AM	Apr 15, 2022 4:15:20 AM	Select ▾
<input type="checkbox"/>	7	Defective/Does not Work Properly	Store Owner	6	Enabled	Apr 15, 2022 4:15:20 AM	Apr 15, 2022 4:15:20 AM	Select ▾
<input type="checkbox"/>	6	No Longer Needed/Wanted	Customer	5	Enabled	Apr 15, 2022 4:15:20 AM	Apr 15, 2022 4:15:20 AM	Select ▾
<input type="checkbox"/>	5	Product Did Not Meet Customer's Expectations	Customer	4	Enabled	Apr 15, 2022 4:15:20 AM	Apr 15, 2022 4:15:20 AM	Select ▾
<input type="checkbox"/>	4	Wrong Product Ordered	Customer	3	Enabled	Apr 15, 2022 4:15:20 AM	Apr 15, 2022 4:15:20 AM	Select ▾
<input type="checkbox"/>	3	Wrong Product Delivered	Store Owner	2	Enabled	Apr 15, 2022 4:15:20 AM	Apr 15, 2022 4:15:20 AM	Select ▾
<input type="checkbox"/>	1	Wrong Product Description	Store Owner	1	Enabled	Apr 15, 2022 4:15:20 AM	Apr 15, 2022 4:15:20 AM	Select ▾

- Here, you can see all the information like **Title, Who will pay for shipping, Positions and Status.**
- To create a new one, click the **Add New Reason** button.

Step 8: Add New Return Reason

Add New Reason

← Back Save and Continue Edit **Save Item**

REASON

General

General

Status * Disabled ▼

Title *

Position

Who Pays Shipping Charge * Customer ▼

- **Status:** Set to **Enabled** to activate the reason.
- **Title:** Specify the title that will be displayed on the grid to your admin and the frontend also.
- **Position:** Set the position of a new reason among the other reasons displayed on the frontend.
- **Who Pays for Shipping:** Select who is supposed to pay for shipping according to the reason for return request. The information will be displayed to a customer while creating a request.

Step 9: Choose Return Condition

New Return

Name: Malcolm Melton
Email: ponoxex@mailinator.com

Order# 000000014 - Creation Date: 2022-04-05 07:27:48 (complete)

<input checked="" type="checkbox"/>		Stellar Solar Jacket-M-Red SKU: WJ01-M-Red	Return Qty: 1 / 1
			Return Reason: ---Please select---
			Product Condition: ---Please select--- ---Please select--- Unopened Opened Damaged
<input type="checkbox"/>		Joust Duffle Bag SKU: 24-MB01	

To adjust this step, go to **Admin Panel** → **Sales** → **RMA Settings** → **Return Conditions**.

Step 10: Return Conditions

Manage Return Conditions

[Add New Condition](#)

Search by keyword

Actions 3 records found per page of 1

<input type="checkbox"/>	ID	Title	Position Number	Status	Created	Modified	Action
<input type="checkbox"/>	3	Damaged	3	Enabled	Apr 15, 2022 4:15:20 AM	Apr 15, 2022 4:15:20 AM	Select
<input type="checkbox"/>	2	Opened	2	Enabled	Apr 15, 2022 4:15:20 AM	Apr 15, 2022 4:15:20 AM	Select
<input type="checkbox"/>	1	Unopened	1	Enabled	Apr 15, 2022 4:15:20 AM	Apr 15, 2022 4:15:20 AM	Select

- Here, you can see all the information like **Title**, **Position Number** and **Status**.
- To create a new one, click the **Add New Condition** button.

Step 11: Add New Condition

The screenshot shows a web application interface for adding a new condition. The page title is "Add New Condition". On the left is a dark sidebar with icons and labels for various sections: DASHBOARD, SALES, CATALOG, CUSTOMERS, MARKETING, CONTENT, REPORTS, and STORES. The main content area has a breadcrumb trail "CONDITIONS" > "General". Below this, the "General" tab is active, showing three fields: "Status" (a dropdown menu currently set to "Disabled"), "Title" (an empty text input field), and "Position" (an empty text input field). At the top right of the main area, there are icons for search, notifications, and a user profile labeled "admin". At the bottom of the form, there are three buttons: "Back", "Save and Continue Edit", and a prominent orange "Save" button.

- **Status:** Set to **Enabled** to activate the condition.
- **Title:** Specify the title that will be displayed on the grid to your admin and the frontend also.
- **Position:** Set the position of a new reason among the other reasons displayed on the frontend.

Step 12: Choose Return Resolution

My Downloadable Products

My Wish List

Address Book

Account Information

Stored Payment Methods

My Product Reviews

Newsletter Subscriptions

My Returns

Compare Products

You have no items to compare.

Recently Ordered

Strive Shoulder Pack

Radiant Tee

Push It Messenger Bag

Joust Duffle Bag

Add to Cart [View All](#)

My Wish List

You have no items in your wish list

Name: Malcolm Melton

Email: ponoxex@mailinator.com

Select Order:

Order# 00000010 - Creation Date: 2022-04-05 07:16:07 (pending)

<input checked="" type="checkbox"/>		Stellar Solar Jacket-M-Red SKU: WJ01-M-Red	Return Qty: 1 / 1
			Return Reason: ---Please select---
			Product Condition: ---Please select---
			Return Resolution: ---Please select---
			Exchange
			Return
			Repair
			Store Credit

| **Joust Duffle Bag** SKU: 24-MB01 | |

File Attachment:

Choose File No file chosen...

Allowed File Types: jpg, jpeg, gif, png, pdf, doc

I have read and accept the [Return Policy](#) *

Submit

To adjust this step, go to **Admin Panel** → **Sales** → **RMA Settings** → **Return Resolutions**.

Step 13: Resolutions

Manage Return Resolutions

Search by keyword

4 records found 20 per page 1 of 1

ID	Title	Position Number	Status	Created	Modified	Action
1	Exchange	1	Enabled	Apr 15, 2022 4:15:20 AM	Apr 15, 2022 4:15:20 AM	Select
2	Return	2	Enabled	Apr 15, 2022 4:15:20 AM	Apr 15, 2022 4:15:20 AM	Select
3	Repair	3	Enabled	Apr 15, 2022 4:15:20 AM	Apr 15, 2022 4:15:20 AM	Select
4	Store Credit	4	Enabled	Apr 15, 2022 4:15:20 AM	Apr 15, 2022 4:15:20 AM	Select

- Here, you can see all the information like **Title**, **Position Number** and **Status**.
- To create a new one, click the **Add New Resolution** button.

Step 14: Add New Resolution

The screenshot shows the 'Add New Resolution' page in a dashboard. The sidebar on the left contains navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, and Stores. The main content area has a header with the title 'Add New Resolution', a search icon, a notification bell, and a user profile 'admin'. Below the header is a navigation bar with buttons for 'Back', 'Save and Continue Edit', and 'Save Item'. The main form area has a 'RESOLUTION' section with a 'General' tab selected. The 'General' tab contains three fields: 'Status' (a dropdown menu set to 'Disabled'), 'Title' (a text input field), and 'Position' (a text input field).

- **Status:** Set to **Enabled** to activate the resolution.
- **Title:** Specify the title that will be displayed on the grid to your admin and the frontend also.
- **Position:** Set the position of a new reason among the other reasons displayed on the frontend.

Step 15: Return File Attachment

<p>Subscriptions</p> <p>My Returns</p> <p>Compare Products</p> <p>You have no items to compare.</p> <p>My Wish List</p> <p>You have no items in your wish list.</p>	<input type="checkbox"/>		Stellar Solar Jacket-M-Yellow SKU: WJ01-M-Yellow	<p>---Please select---</p> <p>Product Condition: ---Please select---</p> <p>Return Resolution: ---Please select---</p> <p>Sorry, the item can't be returned</p>
	<input type="checkbox"/>		Joust Duffle Bag SKU: 24-MB01	<p>Sorry, the item can't be returned</p>

File Attachment:

No file chosen...

Allowed File Types: jpg, jpeg, gif, png, pdf, doc

I have read and accept the [Return Policy](#) *

About us Search Terms

Customer Service Privacy and Cookie Policy

Advanced Search

Contact Us

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Step 16: Configure Product Return Rules

Home > Stellar Solar Jacket

Stellar Solar Jacket

★★★★☆ 3 Reviews [Add Your Review](#)

As low as **\$75.00** IN STOCK
SKU#: WJ01



Size

Color

Qty

[Add to Cart](#)

[ADD TO WISH LIST](#) [ADD TO COMPARE](#)

Details More Information Reviews (3) **Return Info**

Exchange period	15 days
Return period	15 days
Repair period	15 days

Default welcome msg! ▾

[What's New](#) [Women ▾](#) [Men ▾](#) [Gear ▾](#) [Training ▾](#) [Sale](#)

My Account

My Orders

My Downloadable Products

My Wish List

Address Book

Account Information

Stored Payment Methods

My Product Reviews

Newsletter Subscriptions

My Returns

Compare Products

You have no items to compare.

My Wish List

New Return

Name: Malcolm Melton

Email: ponoxex@mailinator.com

Select Order:

Order# 000000006 - Creation Date: 2022-03-30 06:27:08 (complete) ▾

<input type="checkbox"/>		<p>Stellar Solar Jacket-M-Red SKU: WJ01-M-Red</p>	The return for this product can't be processed. The return period expired.
<input type="checkbox"/>		<p>Stellar Solar Jacket-M-Yellow SKU: WJ01-M-Yellow</p>	The return for this product can't be processed. The return period expired.
<input type="checkbox"/>		<p>Joust Duffle Bag SKU: 24-MB01</p>	Sorry, the item can't be returned

File Attachment:

Choose File

To adjust this step, Go to **Admin Panel** → **Sales** → **RMA Settings** → **Return Rules**.

Step 17: Return Rules

Return Rules

Search by keyword

Filters

Default View

Columns

Export

Actions

1 records found

20 per page

1 of 1

Rule Id	Rule Name	Priority	Exchange Period	Return Period	Repair Period	Status	Created	Modified	Action
1	jacket	1	15	15	15	Enabled	Apr 15, 2022 5:33:53 AM	Apr 20, 2022 1:52:42 AM	Select

- Here, you can see all the information like **Rule's Names, Status, Priority and Resolution Period.**
- To create a new one, click the **Add New Rule** button.

Step 18: Add New Return Rule

Add New Rule

← Back Reset **Save**

Rule Information

Enable Yes

Rule Name *

Priority *

When one product fits the multiple conditions Return Rules. Then the rule with the highest Priority will be applied to the product. I.e. 1 will be 1st priority, 2nd will be second priority and so on

Resolutions Settings

Default Resolutions(days)

The default resolution period is applied to all resolutions. Unless the Admin sets the values for each resolution separately.

Exchange (days)

Leave empty to disable.

Use Default Value

- **Status:** Set to **Enabled** to activate the return rule.
- **Rule Name:** Specify the name that will be displayed on the grid to your admin.
- **Priority:** Set the priority of the rule. It is useful in a situation when one particular product fits the conditions of several return rules. In such a case the rule with the highest priority will be applied to the product.



Add New Rule

[← Back](#)
[Reset](#)
[Save](#)

Resolutions Settings

Default Resolutions(days)

The default resolution period is applied to all resolutions. Unless the Admin sets the values for each resolution separately.

Exchange (days)

Leave empty to disable.
 Use Default Value

Return (days)

Leave empty to disable.
 Use Default Value

Repair (days)

Leave empty to disable.
 Use Default Value

Condition

Apply the rule only if the following conditions are met (leave blank for all products).

If ALL of these conditions are TRUE :

Category is 4 ✖

+

- Resolutions Settings:** In this tab specify the period for each resolution you've created. The default resolution period is applied to all resolutions inside the rule unless the admin sets the values for each resolution individual.
- Condition:** Choose the products to which the rule will be applied using flexible conditions. You can also create rules according to which the particular items will be non-returnable. For example, you want to forbid returning products that were on sale. In this case, set the resolution periods to 0 and choose the appropriate condition.

Step 19: Manage Return Requests

Manage Return Requests

Search by keyword

1 records found per page of 1

<input type="checkbox"/>	ID ↓	Store View	Order #	Request Date	Customer Name	Status	State	Created	Modified	Action
<input type="checkbox"/>	1	Main Website Store Default Store View	000000014	Apr 15, 2022 5:34:56 AM	Malcolm Melton	Resolved and Rated	Completed	Apr 15, 2022 5:34:56 AM	Apr 18, 2022 5:34:49 AM	View

Go to **Admin Panel** → **Sales** → **RMA Management** → **Manage Return Requests** and click on “View” link.

Step 20: Details of Return Request

mage

View Return Request

← Back Reset

Products to Return

Product	RMA Details	Who Pays for Shipping	Return QTY	Approved	Delivered	Completed	Reject
 Stellar Solar Jacket-M-Red SKU: WJ01-M-Red	Return Reason: Wrong Product Description Items Conditions: Opened Resolution: Exchange	Store is supposed to cover shipping costs	1 / 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

RMA Status

New Request

Courier Information

-- Select Courier -- Courier number

Add

Chat

Donec sollicitudin molestie malesuada.
2022-04-18 07:19:39

DEMO

Vivamus magna justo, lacinia eget consectetur

- **Products to Return:** In this part, an administrator can go over all of the returned products as well as their data. Additionally, you can change the status of a specific product.
- **RMA Status:** An administrator can update the RMA Status in this section based on the scenario.

View Return Request ← Back Reset

RMA Status

New Request

Courier Information

Courier	Courier Number	Action
USPS	12478454884	Remove

-- Select Courier -- Courier number

[Add](#)

Order:
#00000014 complete
(2022-04-05 07:27:48)

Purchased From:
Main Website
Main Website Store
Default Store View

Chat

Donec sollicitudin molestie malesuada.
2022-04-18 07:19:39

DEMO

Vivamus magna justo, lacinia eget consectetur sed, convallis at tellus.
2022-04-18 07:20:22

[Choose File](#) No file chosen...

Write something [Send](#)

Allowed File Types: jpg, jpeg, gif, png, pdf, doc

[Submit](#)

- **Chat:** In this section, an administrator can discuss with the client and clear up any questions they may have concerning the return request.
- **Courier Information:** An admin adds tracking information. The state is changed in the progress bar and a customer can see further instructions.

Step 21: Return Shipping Labels

Manage Shipping Labels

Search by keyword

Actions per page

<input type="checkbox"/>	ID ↑	Label	Status	Created	Modified	Action
<input type="checkbox"/>	1	USPS	Enabled	Apr 18, 2022 2:58:51 AM	Apr 18, 2022 2:58:51 AM	Select

To adjust this step, go to **Admin Panel** → **Sales** → **RMA Settings** → **Return Shipping Labels**.

Step 22: Add New Shipping Label

The screenshot shows the 'Add New Shipping Label' interface. On the left is a dark sidebar with icons and labels for Dashboard, Sales, Catalog, Customers, Marketing, Content, and Reports. The main content area has a white background with a search icon, a notification bell, and a user profile dropdown labeled 'admin'. Below this is a breadcrumb trail 'SHIPPING' and a 'General' tab. The 'General' section contains two fields: 'Status *' with a dropdown menu currently set to 'Disabled', and 'Label *' with an empty text input field. At the top right of the form area are three buttons: 'Back', 'Save and Continue Edit', and a red 'Save' button.

- **Status:** Set to **Enabled** to activate the shipping label.
- **Label:** Set the shipping label that will display on the frontend as well as view return “Courier Information” section.

Step 23: Customer's Return Requests

Welcome, Malcolm Melton! ▾

LUMA Search entire store here... 🔍 🛒

What's New Women ▾ Men ▾ Gear ▾ Training ▾ Sale

My Return Requests

[New Return](#)

Return ID	Order ID	Date	Status	Action
1	#000000014	2022-04-15 10:34:56	New Request	View

1 Item Show 10 ▾ per page

My Returns

Compare Products
You have no items to compare.

Recently Ordered

Login into your account and go to **My Account** → **My Returns** and click on “**View**” link.

Welcome, Malcolm Melton! ▼

LUMA 

What's New ▼ Women ▼ Men ▼ Gear ▼ Training ▼ Sale

My Account

My Orders

My Downloadable Products

My Wish List

Address Book

Account Information

Stored Payment Methods

My Product Reviews

Newsletter Subscriptions

My Returns

Compare Products

You have no items to compare.

Recently Ordered

Return Details New Request

Cancel RMA



Processing
Approved
Delivered
Completed

Order: #000000014 (2022-04-05 07:27:48)

Address:
 Lewis Quinn
 353 White First Avenue Vero qui aut qui qui Nihil minima officii
 Quia fugiat beatae v, 49396

Email: ponoxex@mailinator.com

Phone: +1 (241) 863-9216

Items

	Product Details	Return Details	Item Status

The customer see all of the details regarding his return request here, including the current status and the “Cancel RMA” button (if request status in processing).

Customers may also keep track of the status of their return requests.

Compare Products

You have no items to compare.

Recently Ordered

- Strive Shoulder Pack
- Radiant Tee
- Joust Duffle Bag
- Push It Messenger Bag

[Add to Cart](#) [View All](#)

My Wish List

You have no items in your wish list.

Phone: [+1 \(241\) 863-9216](tel:+1(241)863-9216)

Items

	Product Details	Return Details	Item Status
	Stellar Solar Jacket-M-Red SKU: WJ01-M-Red Qty: 1	Return Reason: Wrong Product Description Items Conditions: Opened Return Resolution: Exchange Store is supposed to cover shipping costs	Pending

Courier Information

Courier	Courier Number
USPS	12478454884

Chat

Donec sollicitudin molestie malesuada.

2022-04-18 07:19:39

Choose File

No file chosen...

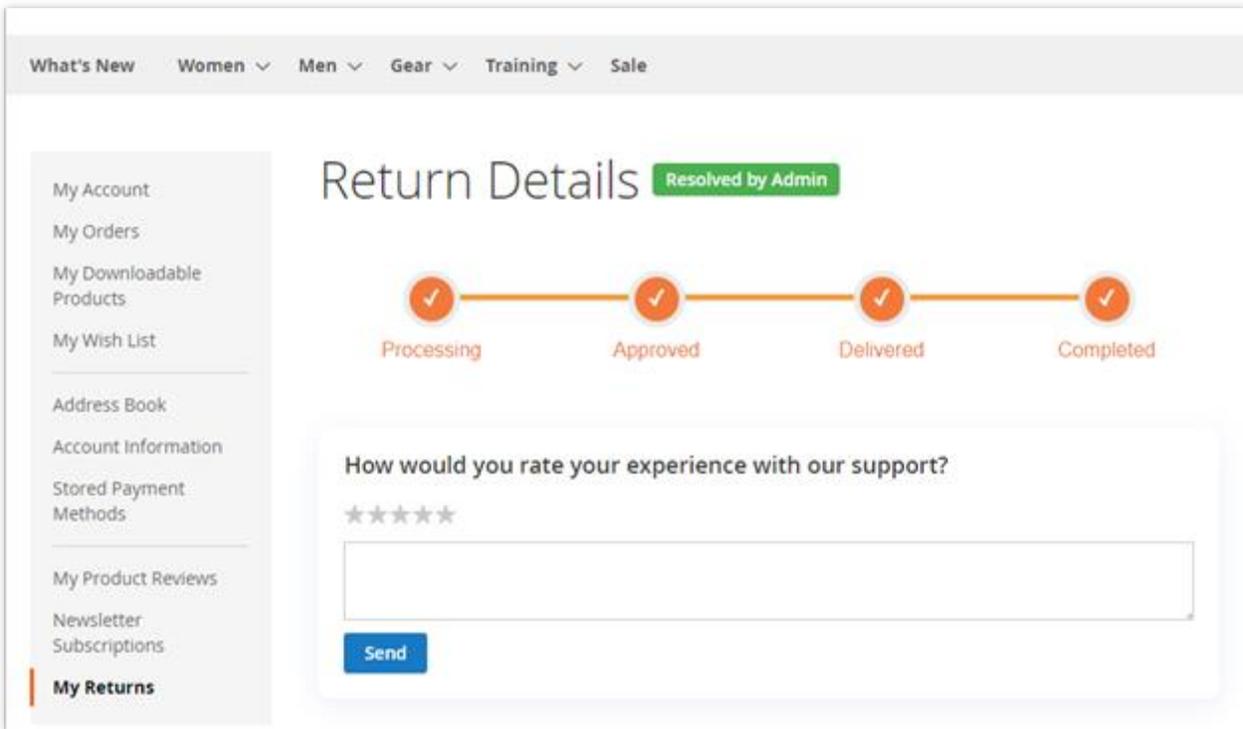
Write something

Send

Allowed File Types: jpg, jpeg, gif, png, pdf, doc

The customer can monitor the status of all returned items as well as courier information and communicate with the admin.

Step 24: Customer Feedback



How would you rate your experience with our support? – Customer can give their feedback on your customer service based on their personal experience.

View Return Request ← Back Reset

SKU: WJ01-M-Red **Items Conditions:** Opened to cover shipping costs
Resolution: Exchange

RMA Status
Resolved and Rated

Courier Information

Courier	Courier Number	Action
USPS	12478454884	Remove

-- Select Courier -- Courier number

Add

Chat

Donec sollicitudin molestie malesuada. 2022-04-18 07:19:39

Choose File No file chosen...

Write something **Send**

Allowed File Types: jpg, jpeg, gif, png, pdf, doc

Rating

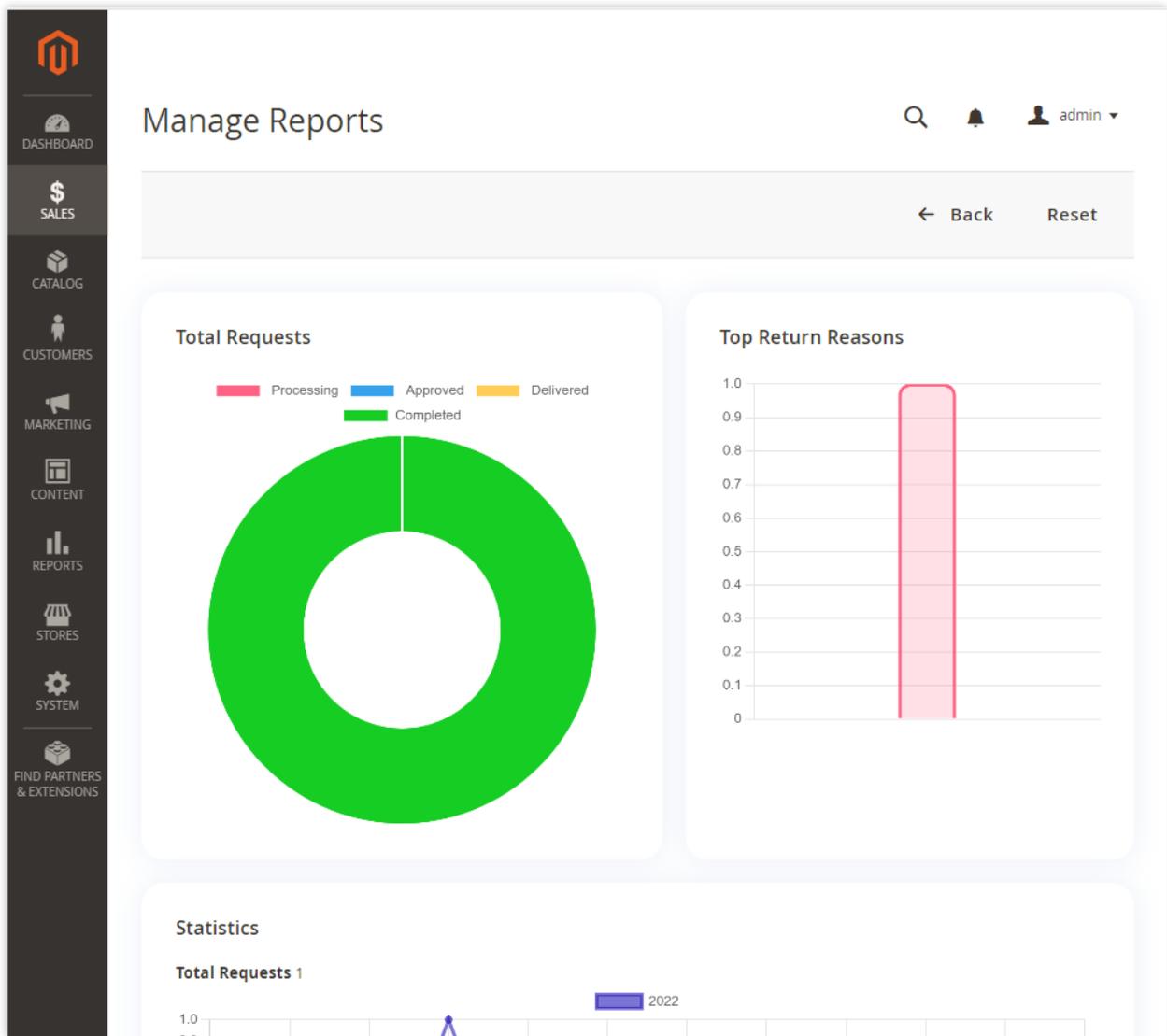
Comment: Donec rutrum congue leo eget malesuada. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris blandit aliquet elit, eget tincidunt nibh pulvinar a.

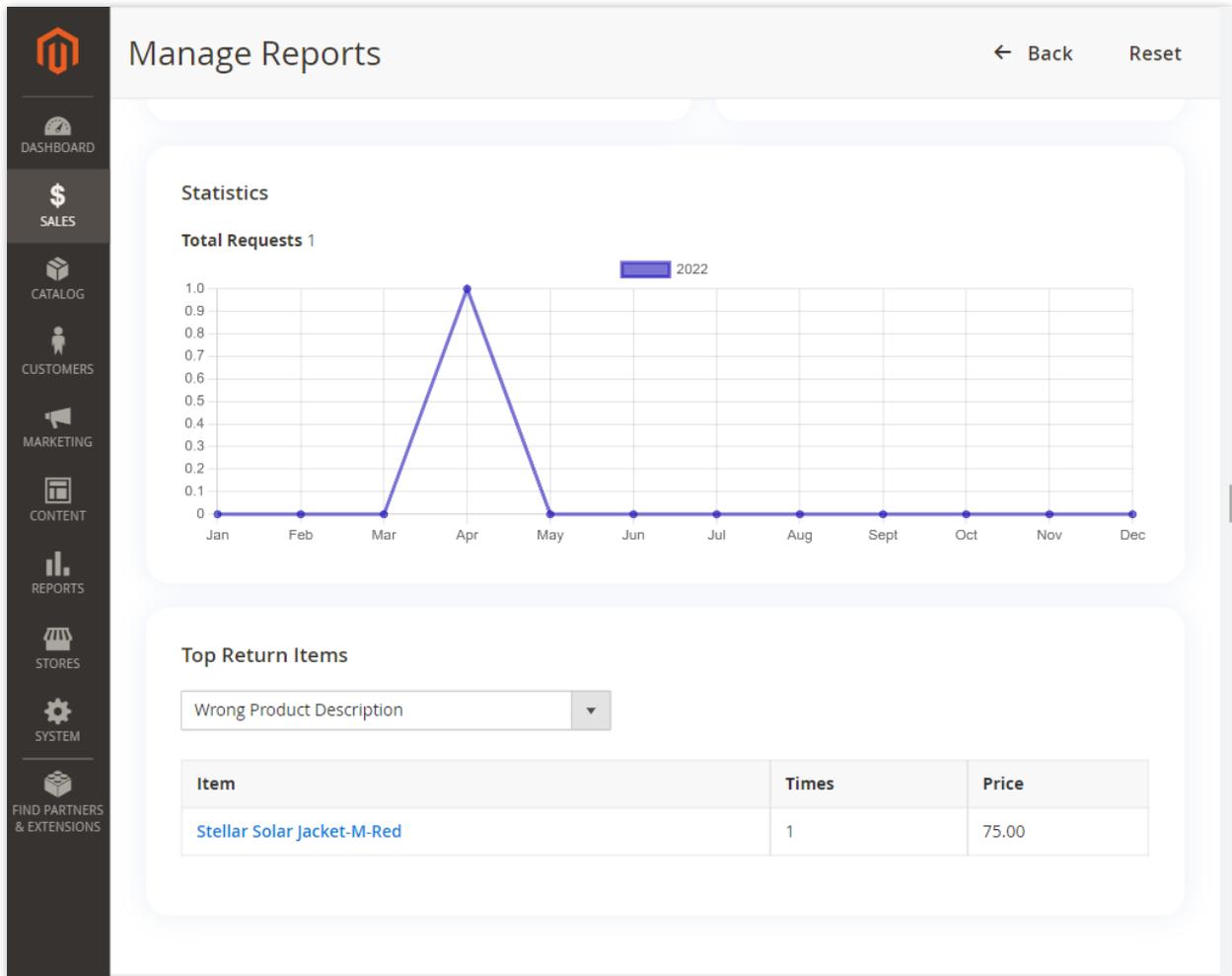
★★★★☆

Submit

Go to **Admin Panel** → **Sales** → **RMA Management** → **Manage Return Requests** and click on “View” link.

Step 25: Reports





Go to Admin Panel → Sales → RMA Settings → Return Reports

Help & Support

Please read "User Guide" carefully, it will help you to resolve most of potential problems with incorrect configuration of the extension in Magento.

Magento Support Policy

Magento configuration, installation, maintenance, customization etc. is beyond the scope of our support. We can provide you paid support on extension setup, customization & Magento custom requirement. If you found bug within extension, please contact us at below email.

support@pixlogix.com

Developed by

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Thank you!