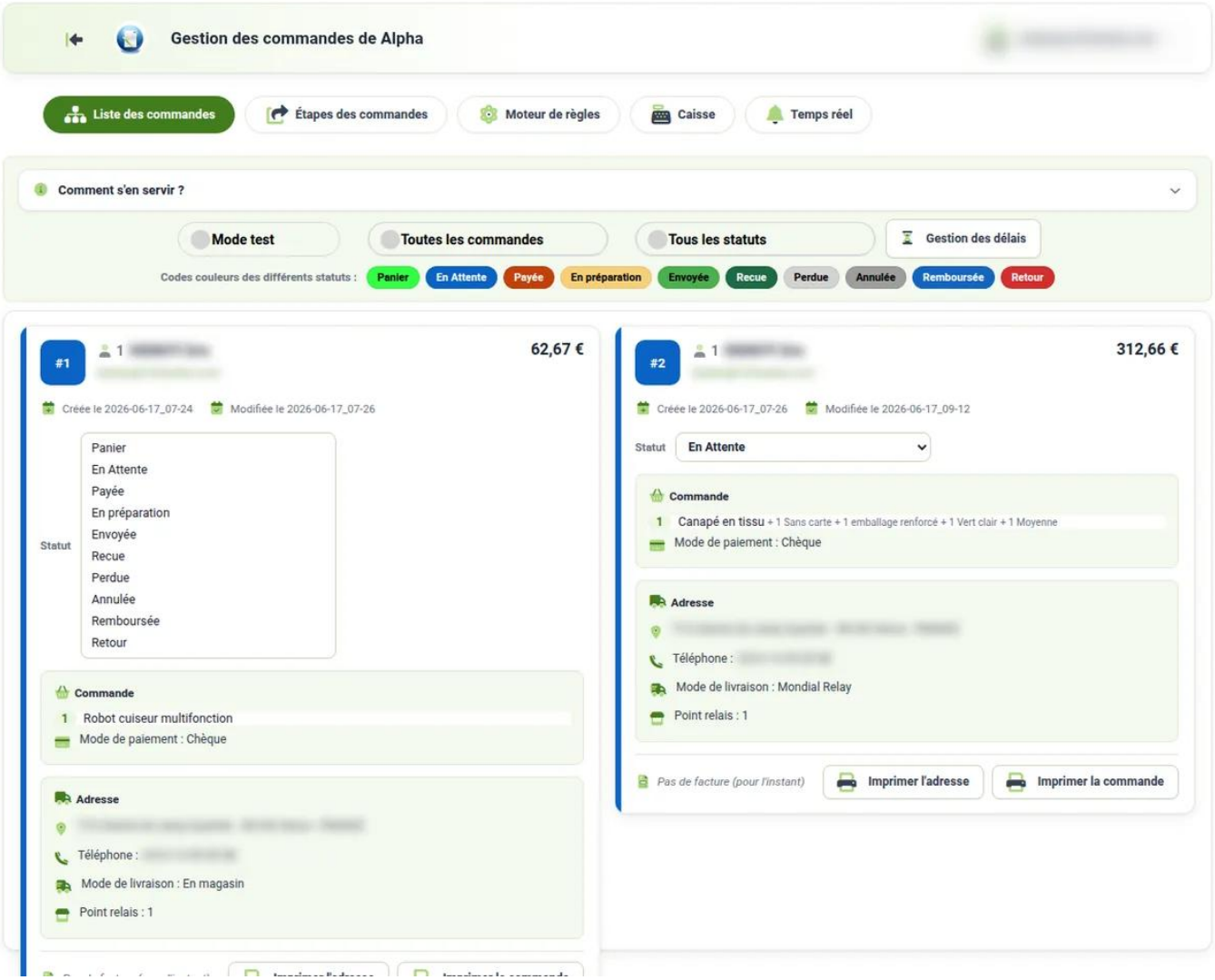
□□ Orders and Customers

How do I handle refunds and returns?

Your customer requests the return themselves from “My orders”, up to 14 days after delivery. You handle it in “Orders › Returns”: you accept it, record that the items have arrived (they go back into stock), then refund through Stripe, PayPal or on your side. The customer receives the credit note as a PDF by e-mail.



Customer side: requesting a return

In their account, under “My orders”, the “Request a return” button appears below an order that has been shipped, or received less than 14 days ago. The customer ticks the items, enters the quantity and picks a reason: “Faulty or damaged item”, “Wrong item”, “Not as described”, “Withdrawal (changed my mind)” or “Other reason”. Return shipping is at their expense, unless the item is faulty or you made a mistake.

You are notified by e-mail of every request. The customer follows the progress on the order (return requested, accepted, received, refunded) and finds your message and the credit note there.

Shop side: accept, receive, refund

1. **Accept** or **Refuse**, with a message to the customer if needed (return address, reason for refusal…). They are notified by e-mail; an accepted return sets the order to the “Return” status.
2. **Items received**: when the parcel arrives, the “Back in stock” box is already ticked for each

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item, except for a faulty one. Your stock is updated automatically.
3. **Refund**: check the amount incl. VAT suggested, tick “Refund shipping costs” if needed, then choose the method: “Bank card (Stripe, automatic)”, “PayPal (automatic)” or “Manual” if you have already refunded by transfer, cheque or cash.
4. The customer receives the refund e-mail with the **PDF credit note** attached. Once everything is refunded, the order switches to “Refunded”.

Refunding without a customer request

Missing item, goodwill gesture: in the list of orders, the “Return / refund” button creates a return that is already accepted. Tick no item to refund only the shipping costs or a goodwill gesture. In “Returns”, the “To handle” filter lists the pending requests.

Good to know

- An automatic refund requires an order paid by Stripe or PayPal since returns were introduced. Otherwise, refund from your Stripe or PayPal dashboard, or by bank transfer, then record it as “Manual”.
- Your customers’ right of withdrawal is described in your terms and conditions of sale.

See also: Do my terms and conditions of sale include the right of withdrawal?, How do I track orders?, How does stock management work?.

Attached files:

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