Orders

How to manage return / exchange requests?

01) Access the Control Panel

02) After the login click on Customers Orders or Orders Phones

Note: Check the Return or Exchange status that you have configured in the Control Panel >> Configuration >> Orders Settings

03) In the return / exchange order will appear the products with return / exchange alert

04) Send the template email to the customer to return or exchange the product

05) When you receive the product back you can mark the option in the order Reset stock (s) of the return / exchange product (s), automatically the exchange / return products will be returned to stock

Note: If you want to edit the exchange / return products, click on the EDIT button

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