



Return Types 1

These are the 5 types of returns you may come across, they may have different names in your shop but the method will be the same.

1. Refund
2. Store Credit
3. Warranty Return
4. Full Exchange
5. Variant Exchange

1, Refunds

A refund is where a customer wants their money back in exchange for returning the product.

The amount of money returned should be the same as the customer paid, but can vary if the customer no longer has the receipt and the product has gone in the sale.

The money can be returned by the same payment method that the customer paid in, so if the customer paid by card, the money will go back onto the card, if they paid by cash they will get the amount back in cash.

Generally a receipt must be seen by the store to give a full refund.





Return Types 2

2, Store Credit

Store credit is still a type of refund however, the customer will not have their receipt or they paid with a gift card. The customer still wants to return the product without buying anything else but cannot have cash in return due to the store policy, therefore the store will give the customer the amount of money in a store credit, this is like a gift card. The customer can then come back on a later date to buy something else they like.



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3, Warranty Return

This can get a little complicated. So in simple terms a warranty return is normally when a product is faulty and no longer works as it should. A product can be returned to the store within a certain length of time depending on the policy. The customer is normally allowed a full refund or the product is replaced like for like, that means the same. Again the customer will need proof of purchase, normally a receipt or the warranty documentation itself.



Return Types 3

4, Full Exchange

Exchange= the act of giving one thing in return for something else.

A full exchange allows the customer to swap their item for something completely different. The cost of the item may be different so the customer may be asked to pay more or even be given some money back. An example of this would be exchanging a bag for a football. The customer can only pick from the things found in that shop.



5, Variant Exchange

Variant= a form or version of something that is close to the original thing.

The customer is almost happy with their product however, there is a small issue they wish to change. This could be the size or colour of the product. The customer will simply swap one for another without paying any extra money as the product is still the same.