

**A**masty

For more details see the [RMA](#) extension page.

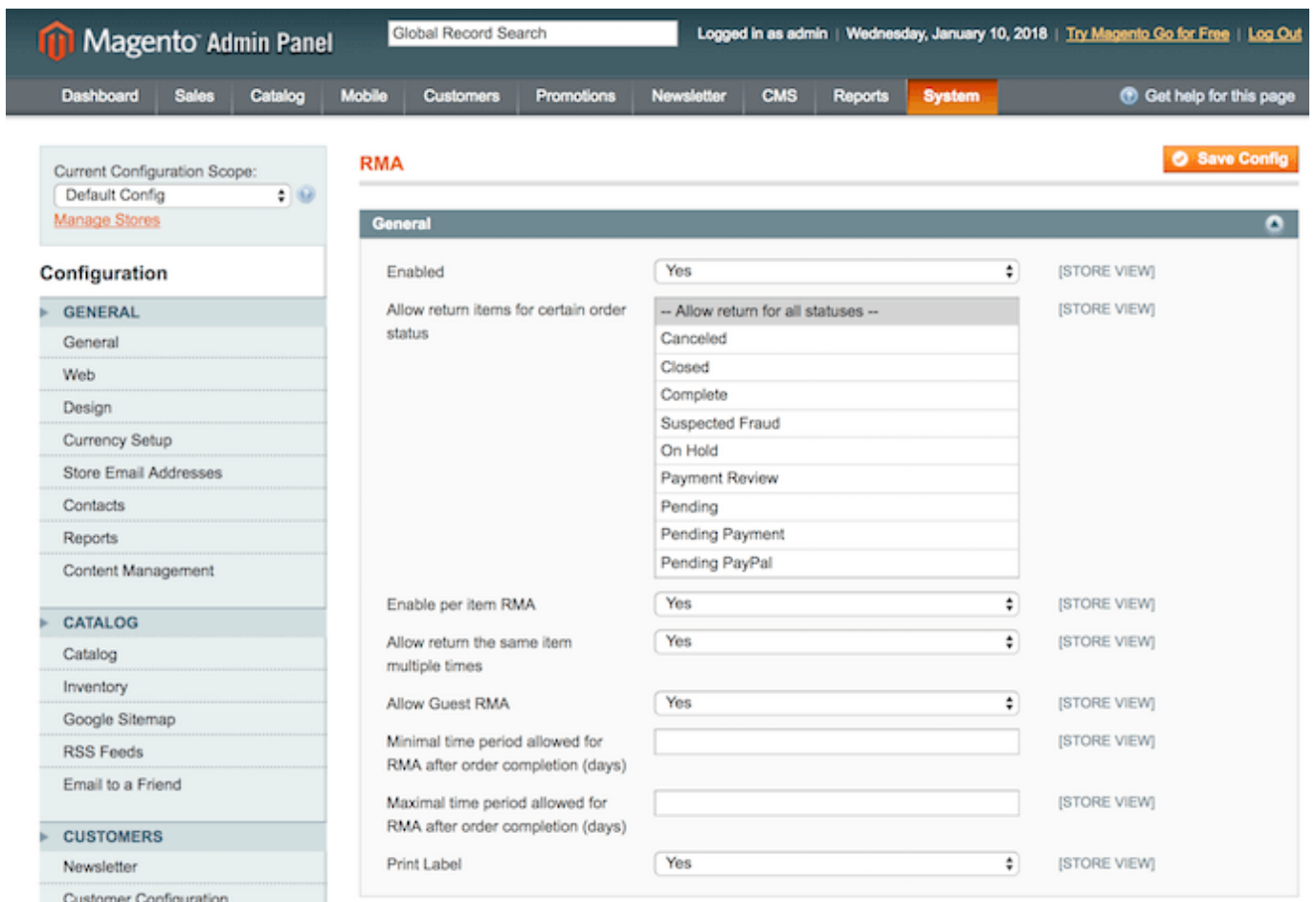
# RMA

Benefit from a powerful Magento RMA system. The module enables you to create custom request types and their statuses. Provide shoppers with better shopping experience by adding the convenient return and exchange functionality to your Magento store.

- Manage RMA requests efficiently
- Create requests for any type of products
- Provide RMA functionality for guest users
- Allow creating RMA requests per item
- Add the unlimited number of custom statuses

## Extension Configuration

To configure the extension, please go to **System** → **Configuration** → **Amasty Extensions** → **RMA** and expand the **General** section.



**Enabled** — enable or disable the module;

**Allow return items for certain order status** — allow returning products depending on their order status;

**Enable per item RMA** — enable RMA requests for particular items;

**Allow return the same item multiple times** — this option allows customers to return an item several times;

**Allow Guest RMA** — enable to allows guest visitors to create RMA requests;

**Minimal time period allowed for RMA after order completion (days)** — set the minimal period of time after the order completion when RMA requests are allowed;

**Maximal time period allowed for RMA after order completion (days)** — set the maximal period of time after the order completion when RMA requests are allowed;

**Print Label** — enable label printing for RMA requests.

## Shipping

Expand the **Shipping** section.

### Shipping

|                              |  |              |
|------------------------------|--|--------------|
| Use default shipping address | <input type="text" value="No"/>                                  | [STORE VIEW] |
| Shipping Address             | <div>Alternative address</div>                                   | [STORE VIEW] |
| Shipping Confirmation Text   | <div>I confirm I've shipped the box with the printed label</div> | [STORE VIEW] |

**Use default shipping address** — enable to use the default shipping address for RMA requests;

**Shipping Address** — specify alternative shipping address if you are not going to utilize the default one;

**Shipping Confirmation Text** — fill in the confirmation text about successful shipping.

## Conditions Setup

Next, please expand the **Properties** section.

| Reasons                                      |  | [STORE VIEW] |
|--|--|--------------|
| Value  |  |              |
| <input type="text" value="Not as expected"/> | <input type="button" value="Delete"/>    |              |
| <input type="text" value="Broken"/>          | <input type="button" value="Delete"/>    |              |
| <input type="text"/>                         | <input type="button" value="Add Value"/> |              |

| Conditions                           |  | [STORE VIEW] |
|--------------------------------------|--|--------------|
| Value                                |  |              |
| <input type="text" value="Damaged"/> | <input type="button" value="Delete"/>    |              |
| <input type="text" value="Open"/>    | <input type="button" value="Delete"/>    |              |
| <input type="text"/>                 | <input type="button" value="Add Value"/> |              |

| Resolutions                          |  | [STORE VIEW] |
|--------------------------------------|--|--------------|
| Value                                |  |              |
| <input type="text" value="Refund"/>  | <input type="button" value="Delete"/>    |              |
| <input type="text" value="Replace"/> | <input type="button" value="Delete"/>    |              |
| <input type="text"/>                 | <input type="button" value="Add Value"/> |              |

Here you can define reasons, conditions, and resolutions for RMA requests.

Use the **Add Value** button to add new reason, condition, or resolution. Also, you can delete any value by clicking the **Delete** button.

Provide as many values as you can so customers will be able to describe the reason for an RMA request, the condition of an item and the resolution they require.

## Email Configuration

To provide customers with better communication, please configure the options in the **Email** section.

| Email                    |  |          |
|--------------------------|--|----------|
| RMA Department Name      | <input type="text" value="Owner"/>             | [GLOBAL] |
| RMA Department Email     | <input type="text" value="owner@example.com"/> | [GLOBAL] |
| Notify Customer by Email | <input type="text" value="Yes"/>               | [GLOBAL] |
| Notify Admin by Email    | <input type="text" value="Yes"/>               | [GLOBAL] |
| Max Attachment Size (Mb) | <input type="text"/>                           | [GLOBAL] |

**RMA Department Name** — fill in the RMA department title;

**RMA Department Email** — specify the email address of the RMA department;

**Notify Customer by Email** — enable this options to notify customers via email;

**Notify Admin by Email** — enable this option to notify store admin via email;

**Max Attachment Size (Mb)** — define the maximal attachment size.

To manage the email templates, please go to **System → Transactional Emails**.

## Adding Extra Fields

You can provide shoppers with extra fields to complete their RMA requests. Please expand the **Extra Fields** section.

| Extra Fields |   |          |
|--------------|---|----------|
| Block Title  | <input type="text" value="Bank Details"/> | [GLOBAL] |
| Field #1     | <input type="text"/>                      | [GLOBAL] |
| Field #2     | <input type="text"/>                      | [GLOBAL] |
| Field #3     | <input type="text"/>                      | [GLOBAL] |
| Field #4     | <input type="text"/>                      | [GLOBAL] |
| Field #5     | <input type="text"/>                      | [GLOBAL] |

## Disabling RMA Requests for Products

With the module, you can disable RMA requests for particular products. Please open the required product and set the **Allow for RMA** option to **No**.

# RMA Requests Management

To view the existing RMA requests, please go to **Sales → RMA → Requests**.

**Request Management**

Page 1 of 1 pages | View 20 per page | Total 11 records found [Reset Filter](#) [Search](#)

| ID | Store View                            | Order ID  | Created  | Updated  | Status               | Is Shipped           | Customer Name        | Customer Email       |
|----|---------------------------------------|-----------|--|--|----------------------|----------------------|----------------------|----------------------|
|    | All Store Views                       |           | From: <input type="text"/><br>To: <input type="text"/> | From: <input type="text"/><br>To: <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 11 | Main Website<br>Main Store<br>English | 100000008 | Apr 6, 2017 7:54:20 AM                                 | Apr 6, 2017 7:54:20 AM                                 |                      | No                   | John Doe             | john.doe@example.com |
| 10 | Main Website<br>Main Store<br>English | 100000007 | Sep 23, 2015 7:05:35 AM                                | Oct 5, 2015 6:39:32 AM                                 | Product Shipped      | No                   | Peter Parker         | demo@example.com     |
| 9  | Main Website<br>Main Store<br>English | 100000005 | Mar 28, 2014 6:56:40 AM                                | Mar 31, 2014 6:03:51 AM                                | Product Received     | No                   | Peter Parker         | demo@example.com     |
| 8  | Main Website<br>Main Store<br>English | 100000004 | Mar 28, 2014 6:56:13 AM                                | Mar 31, 2014 6:04:33 AM                                | Product Shipped      | No                   | Peter Parker         | demo@example.com     |
| 7  | Main Website<br>Main Store<br>English | 100000005 | Mar 26, 2014 1:11:35 AM                                | Mar 26, 2014 1:11:35 AM                                |                      | No                   | Peter Parker         | demo@example.com     |
| 6  | Main Website<br>Main Store<br>English | 100000005 | Mar 26, 2014 1:11:26 AM                                | Mar 26, 2014 1:11:26 AM                                |                      | No                   | Peter Parker         | demo@example.com     |

You can see all incoming requests on the grid. Click on the request open the existing request or hit the **Create RMA** button to create a new request.

Request Configuration

- Request
- RMA Items
- Notes

RMA Request 9 for order #100000005

[Back](#) [Reset](#) [Save](#) [Save and Continue Edit](#) [Generate Shipping Label](#)

**Information**

|          |                  |
|----------|------------------|
| ID       | 9                |
| Order #  | 100000005        |
| Email    | demo@example.com |
| Customer | Peter Parker     |

**Comments History**

Status: Product Received

Comment:

Choose File No file chosen [Submit](#)

Notify Customer by Email

- Mar 31, 2014 6:03:51 AM  
Admin  
Status has been changed to Product Received
- Mar 31, 2014 6:03:43 AM  
Admin  
Status has been changed to Product Shipped
- Mar 28, 2014 6:56:40 AM  
Customer  
Status has been changed to NEW

Click on the order ID or customer name to turn to the Order View page or Customer Information page.

RMA requests can be achieved from the Order View page. You need to select the RMA tab.

In the **Comments History** section you can modify the request's status, view the history of comments and add a new one.

Switch to the **RMA Items** tab to view products included in this request.

Request Configuration

- Request
- RMA Items
- Notes

RMA Request 9 for order #100000005

[Back](#) [Reset](#) [Save](#) [Save and Continue Edit](#) [Remove Shipping Label](#)

| Product                    | SKU       | Reason | Item Condition | Reason to Return | Qty |
|----------------------------|-----------|--------|----------------|------------------|-----|
| Seagate 500GB HD - 5400RPM | 500gb5400 | Broken | Damaged        | Refund           | 1   |

In the **Notes** tab you can create notes for internal use.

**Request Configuration**

- Request
- RMA Items
- Notes

**RMA Request 9 for order #100000005**

[Back](#) [Reset](#) [Save](#) [Save and Continue Edit](#) [Remove Shipping Label](#)

**Notes**

Notes

Custom note for internal use

Hit the **Generate Shipping Label** button to create it for this request.

## RMA Statuses Management

To view already existing request statuses or create a new one please go to **Sales → RMA → Statuses**.

**Status Management** [Add Status](#)

Page 1 of 1 pages | View 20 per page | Total 6 records found

[Reset Filter](#) [Search](#)

[Select All](#) | [Unselect All](#) | [Select Visible](#) | [Unselect Visible](#) | 0 items selected

Actions [Submit](#)

|                          | ID | Status   | Name             | Sort |
|--------------------------|----|----------|------------------|------|
| Any                      |    |          |                  |      |
| <input type="checkbox"/> | 6  | Active   | Deleted          |      |
| <input type="checkbox"/> | 1  | Inactive | NEW              | 1    |
| <input type="checkbox"/> | 2  | Active   | Processing       | 2    |
| <input type="checkbox"/> | 3  | Active   | Product Shipped  | 3    |
| <input type="checkbox"/> | 4  | Active   | Product Received | 4    |
| <input type="checkbox"/> | 5  | Active   | Complete         | 5    |

Click on any status on the grid to view and edit its settings or hit the **Add Status** button.

**Status Configuration**

- General
- Labels
- Email Templates

**Edit Status `Processing`**

[Back](#) [Reset](#) [Delete](#) [Save](#) [Save and Continue Edit](#)

**General**

Label \*

Status

Email Template

Sort

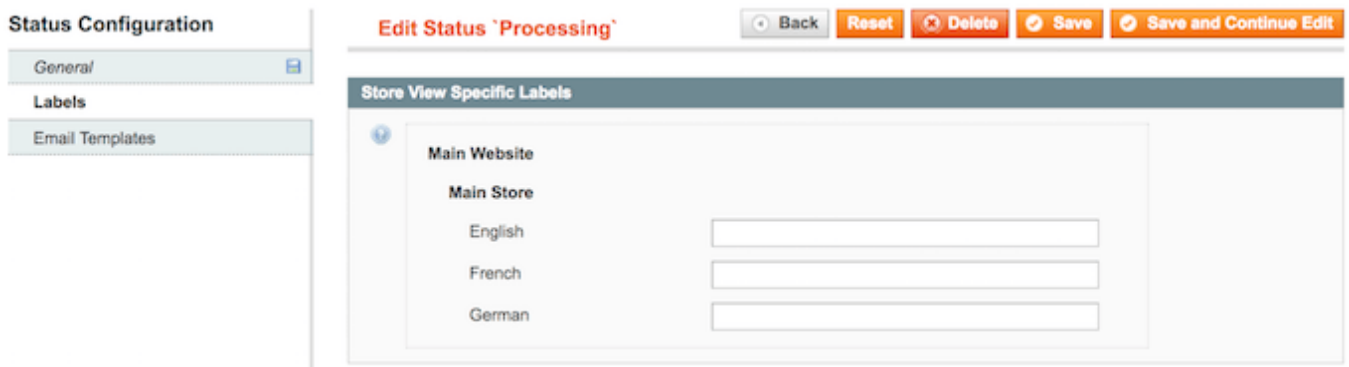
In the **General** tab you can specify:

- Label
- Status

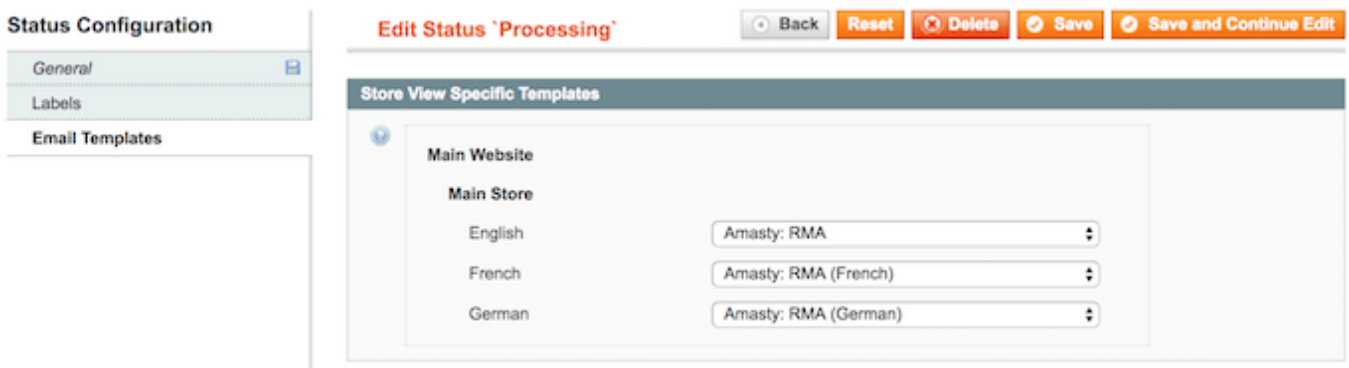


- Email Template
- Sorting order

In the **Labels** tab you can fill in the label title for different Store Views.



In the **Email Templates** tab please select the appropriate templates for different Store Views.



## RMA Requests on the Frontend


To view the RMA history or make a new request customer should click on the **My Returns** tab on the account page.

The screenshot shows the 'My Return Requests' page. On the left is a 'MY ACCOUNT' sidebar with links like 'Account Dashboard', 'My Orders', and 'My Returns'. The main content area has a header with 'My Return Requests' and a dropdown for 'Order #100000010 - 4/7/17 - \$20.00' with a 'Return' button. Below this is a table with 1 item, showing columns for ID, Date, Order #, and Status. The table contains one row with ID 11, Date 4/6/17, Order # 100000008, and Status NEW. A 'View | Delete' link is present for this row. A 'Back' link is at the bottom left.

Customers can create RMA requests on the Order grid in their accounts using the **Return** button. Please note that shoppers won't be able to create an RMA request from the Order View.

The screenshot shows the 'My Orders' page. The sidebar is similar to the previous page but highlights 'My Orders'. The main content area has a header with 'My Orders' and a dropdown for '3 Item(s)' with a 'Show 10 per page' control. Below is a table with columns: Order #, Date, Ship To, Order Total, Order Status, and actions. The table contains three rows of orders, all with a status of 'Pending'. The actions for each row are 'View Order | Reorder | Return'. A 'Back' link is at the bottom left.

To create an RMA request guest customer should click on the **Orders and Returns** link in the store footer and specify the order ID and email address.

 **REQUEST RMA**

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Please enter your email address and order #.

**Email Address \***

**Order # \***

\* Required Fields

**Login**

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