

# Magento2 Product Return RMA

---

 [webkul.com/blog/magento-2-product-return-rma/](http://webkul.com/blog/magento-2-product-return-rma/)

**Magento2 Product Return RMA** module allows you to organize a system for customers to request a return without any efforts. RMA is very useful for product return and order return. With the help of this module, a customer can return the products, have them exchanged or refunded within the admin specified time limit.

## Features of Product Return RMA

- Return Merchandise Authorization for Magento2.
- Fully Admin handled module.
- Guest Customers can generate RMA too.
- Buyer and Admin can communicate at Store end.
- RMA History with Filters and Pagination.
- Return Policy Page.
- Dynamic order selection with various option.
- The customer can upload RMA images.
- Print RMA details and shipping label easily.
- The customer can also enter consignment number and upload images after RMA generation.
- Admin can set Order status for RMA.
- Admin can manage RMA status as well as Reasons.
- Admin and buyer both can receive notification mail.
- Using Return Quantity, Admin will return RMA quantity to their store.

After the upload, you can see the folders in your Magento2 Root Directory.

After the successful installation, you have to run a command on Magento2 root directory. You can refer the below screenshot.

## Configuration For Multilingual Support

For the **multilingual** support, admin will navigate through **Store->Configuration->General ->Locale Options** and select the locale as German (the language into which admin want to translate his store content).

Configuration

Store View: Default Config

Save Config

WEBKUL

GENERAL

General

Web

Design

Currency Setup

Store Email Addresses

Contacts

Reports

Content Management

New Relic Reporting

Country Options

State Options

Locale Options

Timezone: GMT (UTC) [WEBSITE]

Locale: German (Germany) [STORE VIEW]

Weight Unit: lbs [STORE VIEW]

First Day of Week: Sunday [STORE VIEW]

Weekend Days: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday [STORE VIEW]

Here store selected locale option is German, move CSV file inside magento>app>locale>de\_DE

## Magento2 Product return RMA Translation

If user wants to translate their module from English to German then they need to follow the path **app/code/Webkul/Rmasystem/i18n** in their unzipped Magento2 Rmasystem folder and will get a csv file with name "en\_US.csv". Now they will rename that csv as "de\_DE.csv" and translate all right side content after comma in German language. After editing the CSV, save it and then upload it to the path **app/code/Webkul/Rmasystem/i18n** where they have installed Magento2 on the server. The module will get translated into German Language. It supports both **RTL** and **LTR** languages.

Local site: \\src\app\code\Webkul\Rmasystem\i18n\

Remote site: /app/code/Webkul/Rmasystem/i18n

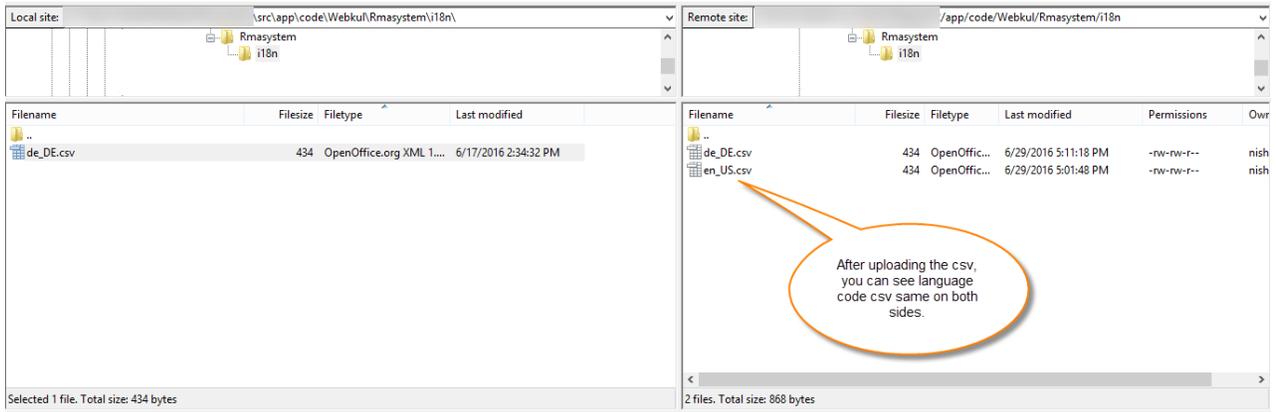
Filename	Filesize	Filetype	Last modified
en_US.csv	434	OpenOffice.org XML 1...	6/17/2016 2:34:32 PM

Rename the csv into the language code in which you want to translate the Module. After renaming the csv, edit and save the csv and then upload it.

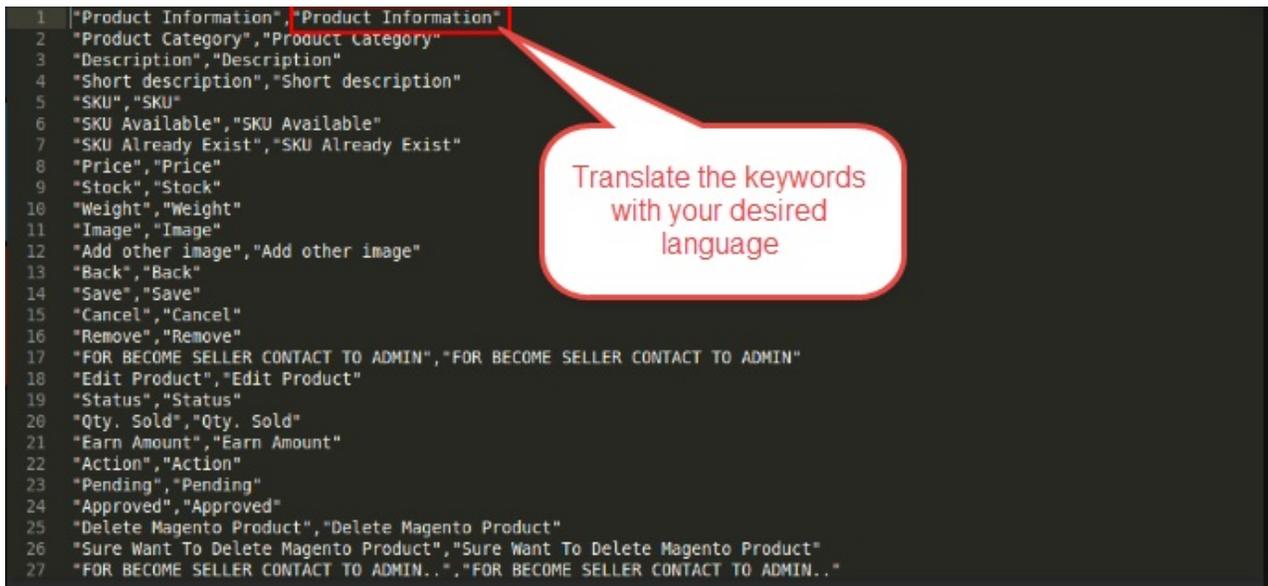
Filename	Filesize	Filetype	Last modified	Permissions	Owr
en_US.csv	434	OpenOffic...	6/29/2016 5:01:48 PM	-rw-rw-r--	nish

Selected 1 file. Total size: 434 bytes

1 file. Total size: 434 bytes

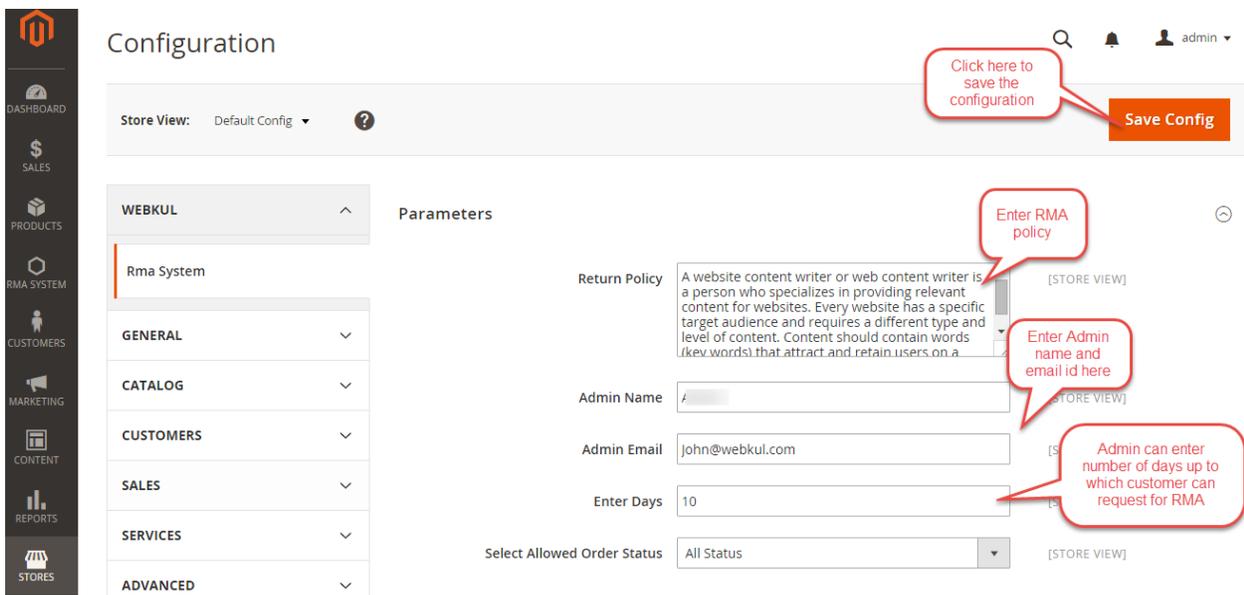


The user can edit the CSV like the image below.



## Configuration of Product Return RMA

After the successful installation of the RMA module admin will be able to view the RMA system configuration setting under **Store -> Configuration -> Webkul RMA**.



## Return Policy

Admin can easily set up terms and conditions for RMA requests and show them to customers/guest. Customers/guest will not be able to create a request without accepting the RMA policy.

## Admin Name and email id

Admin can send or receive the notification message using this Email Id and name.

## Enter Days

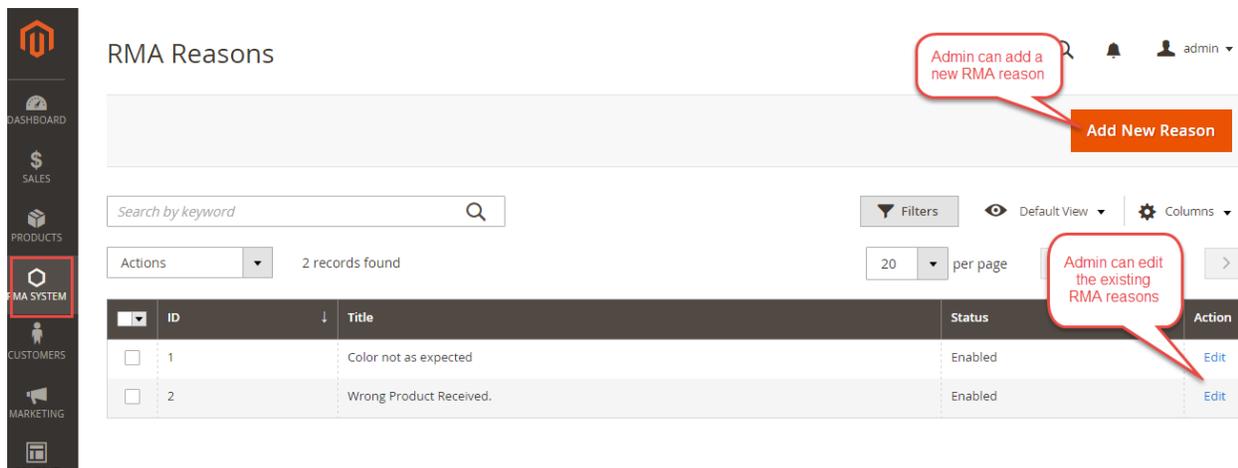
Admin can select or enter a number of days up to which customer can request for RMA after placing the order. If the number of days will exceed from order date to RMA requesting date then the customer can not request RMA of that order.

## Select Allowed Order Status

The customer can file RMA only for those status of the order which is selected by Admin. If admin will select "Complete" in "Select Allowed Order Status" then the customer can select only that item for RMA which is shipped from that order. If admin will select "All status" then the customer will able to register RMA with all status. Like processing, pending, complete.

## Admin Management for Product Return RMA

Admin can manage RMA reason under **RMA System > Manage Reason** . Admin can see all the RMA reason in the list and edit the existing RMA reasons. These RMA reasons will be displayed on front end.



The screenshot displays the 'RMA Reasons' management page. On the left is a vertical sidebar with navigation icons for Dashboard, Sales, Products, RMA System (highlighted with a red box), Customers, Marketing, and Content. The main content area has a header 'RMA Reasons' and an 'Add New Reason' button. Below the header is a search bar and a table with 2 records found. The table has columns for ID, Title, Status, and Action. Two records are listed: ID 1 with title 'Color not as expected' and ID 2 with title 'Wrong Product Received'. Both are 'Enabled'. Each record has an 'Edit' link in the Action column. A callout bubble points to the 'Add New Reason' button with the text 'Admin can add a new RMA reason'. Another callout bubble points to the 'Edit' link for the second record with the text 'Admin can edit the existing RMA reasons'.

ID	Title	Status	Action
1	Color not as expected	Enabled	<a href="#">Edit</a>
2	Wrong Product Received.	Enabled	<a href="#">Edit</a>

Admin can delete or change the status of the RMA Reasons.

After clicking on RMA reason below page will be open in which admin can enter RMA reason, status and save it.

### Manage Shipping Labels

Admin can easily create shipping labels for new and existing orders under **RMA Systems > Manage Shipping Label**. Admin can delete the shipping labels or can change the status of the shipping label. There is no need to give extra shipping charges for the product refund or exchange.

**RMA Shipping Label** admin

[Add New](#)

Search by keyword

Actions 2 records

ID	Shipping Label	Title	Price	Status	Action
2		Store	50	Enabled	Select
3		Exchange Shipping Label	15	Enabled	Select

Callouts:  
 - Shipping label and title (points to the Shipping Label column)  
 - Price and status of the shipping labels (points to the Price and Status columns)  
 - Admin can either edit or delete these shipping labels (points to the Action column)

On clicking on Shipping Label”, admin can see the preview of that shipping label.

Preview window: //2/12kugxoe\_400x400.png

Admin can preview the Shipping label

Go to Details Page

After the clicking “Add New” a new page will open where Admin will set the Title, label image, price and status.

**New Shipping Label** admin

Reset Save and Continue Edit [Save Label](#)

Label Information

Label Title \*

Label Image \*  No file chosen

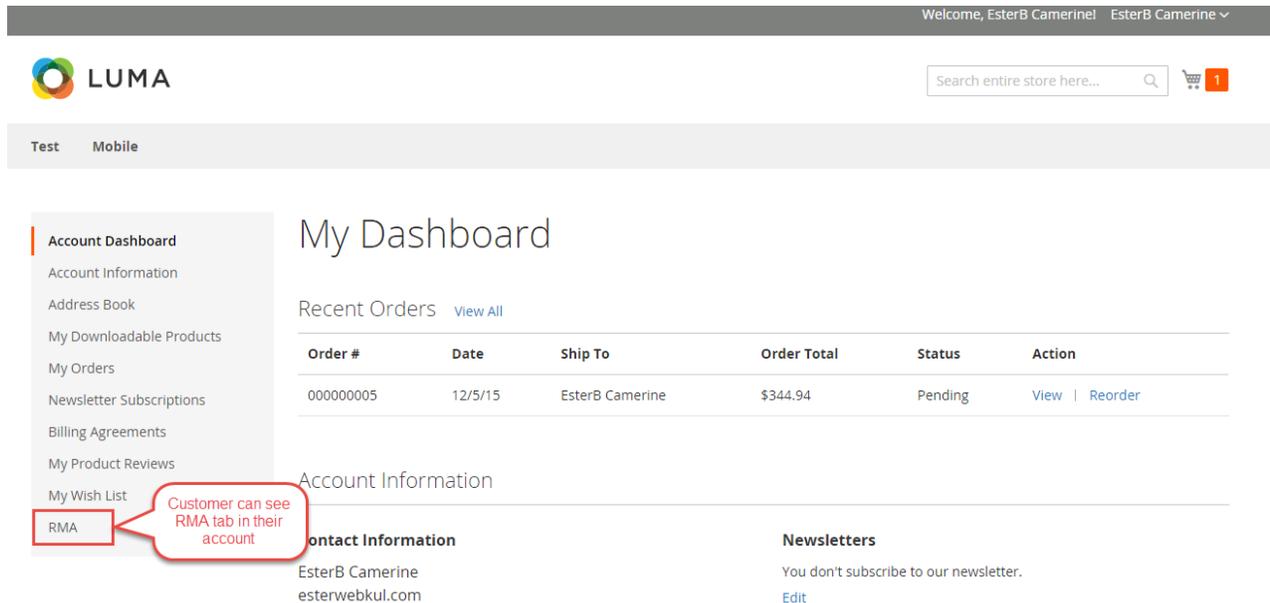
Label Price \*

Status \*

Callout: Admin will set the Label price, image, price and status

## Product Return RMA for Registered Customers

The customer can see RMA tab under My Account like the image below.



The screenshot shows the LUMA website's 'My Dashboard' for a user named EsterB Camerine. The dashboard includes a sidebar menu with options like 'Account Information', 'Address Book', and 'My Orders'. The 'RMA' option is highlighted with a red box and a callout bubble stating 'Customer can see RMA tab in their account'. The main content area features a 'Recent Orders' table with one entry: Order # 000000005, Date 12/5/15, Ship To EsterB Camerine, Order Total \$344.94, and Status Pending. Below the table are sections for 'Account Information', 'Contact Information', and 'Newsletters'.

Order #	Date	Ship To	Order Total	Status	Action
000000005	12/5/15	EsterB Camerine	\$344.94	Pending	<a href="#">View</a>   <a href="#">Reorder</a>

### New RMA

The customer can generate New RMA using Request New RMA. After the selection of required order and products, the customer can upload the images, specify the package condition, resolution type, delivery status, enter the consignment number and agree with RMA policy.

- Account Dashboard
- Account Information
- Address Book
- My Downloadable Products
- My Orders
- Newsletter Subscriptions
- Billing Agreements
- My Product Reviews
- My Wish List
- RMA

## NEW RMA

### Select Order

ORDER ID	PRICE (\$)	DATE FROM
000000005	\$344.94	2015-12-05 12:34:14 pm

Customer can sort or filter the orders from here by price, date and order id.

1 Item

### Items Ordered: \*

NAME	SKU	<input checked="" type="checkbox"/>	QTY ORDERED	QTY RETURNING	REASON	PRICE
Phone	Simple1	<input checked="" type="checkbox"/>	1	<input type="text" value="1"/>	Wrong Product Received. ▾	100.0000

### Related Images:

 Upload Images

Select product for RMA

Select specific package condition as open or closed

Select reason for RMA

### Package Condition: \*

Open ▾

### Resolution Type: \*

Select Resolution Type ▾

Select resolution type as refund or exchange

Add additional information

### Additional Information: \*

Please check the images as well.

### Product Delivery Status:

Delivered ▾

If product delivery status is "Delivered" then enter consignment number

### Enter Consignment Number: \*

32565412

### Return Policy:

A website content writer or web content writer is a person who specializes in providing relevant content for websites. Every website has a specific target audience and requires a different type and level of content. Content should contain words (key words) that attract and retain users on a website.

Check here to agree the RMA policy

### I Agree: \*

[◀back](#)

\* Required Fields

Click on this button to submit RAM request

Submit Request

The customer can filter their order very easily. If they bought many items in single order, then they can select one item among them for RMA.

### Package Condition

For the creation of New RMA, the customer has to specify the package condition as Open or Packed. There is two option for Resolution type.

## Resolution Type

**Refund:** If the buyer is not satisfied with a product, a refund will be made here.

**Exchange:** If you need to purchase your item for a different size, color etc, you can exchange quantity item through this option.

Customer will enter the Delivery status and consignment number(if product status is delivered) for RMA generation.

After creating RMA, the customer can find RMA history of all order. There are filter and sorting option by which customer can find particular RMA.

The screenshot shows the LUMA account dashboard with the 'RMA History' section active. A sidebar on the left contains navigation links, with 'RMA' highlighted. The main content area features a 'Request New RMA' button and a table of RMA records. Callouts provide additional information: one points to the table headers stating 'Customer can filter the RMA based on order id, status, RMA ID, date', another points to the 'Request New RMA' button stating 'Click here to request a new RMA', and a third points to the 'View | Cancel' links in the table stating 'Customer can view the RMA or cancel it'.

ID	ORDER ID	STATUS	DATE	ACTION
23	000000005	Processing	2015-12-05 12:36:19 pm	View   Cancel
27	000000008	Declined	2015-12-09 7:20:46 am	View   Cancel
28	000000009	Solved	2015-12-09 7:31:27 am	View

3 Item(s)

When the customer will click on “Cancel” then a pop-up appears asking about the confirmation.

The screenshot shows the LUMA account dashboard with the 'RMA History' section active. A 'Cancel RMA' pop-up dialog box is displayed in the foreground, asking 'Are you sure want to cancel it?' with 'Confirm' and 'Cancel' buttons. A callout points to the dialog box stating 'When the customer will cancel the RMA, this pop-up comes up'. The background shows the RMA table with records for IDs 4, 5, 6, 7, and 8.

ID	ORDER ID	STATUS	DATE	ACTION
4	000000001	Pending	2015-11-30 6:14:54 am	View   Cancel
5	000000001	Pending	2015-11-30 6:15:52 am	View   Cancel
6	000000001	Pending	2015-12-01 7:24:36 am	View   Cancel
7	000000003	Solved	2015-12-01 7:35:22 am	View
8	000000003	Cancelled	2015-12-01 7:38:25 am	View

After clicking on view option below page will be open with that particular RMA. If RMA status is Processing or pending then there is an option for the customer to mark as solved. If RMA status is solved then the customer can reopen that RMA.

- Account Dashboard
- Account Information
- Address Book
- My Downloadable Products
- My Orders
- Newsletter Subscriptions
- Billing Agreements
- My Product Reviews
- My Wish List
- RMA

## RMA DETAILS

For exchange resolution type

[Print Shipping Label](#) | [Print RMA](#)

### Order Id

#000000005

### Status

Processing

### Package Condition

Open

### Resolution Type

Exchange

### Created On

2015-12-05 12:36:19 pm

### Additional Information

I want to exchange the product

### Your Consignment Number

455SSAS

Upload additional images

### Additional Image(s)



 Upload Images

### Compare Products

You have no items to compare.

### My Orders

WEBkuTest Simpledssdf

[Add to Cart](#)

[View All](#)

### My Wish List

You have no items in your wish list.

### Item(s) Requested for RMA

PRODUCT NAME	SKU	RETURN QTY	REASON	PRODUCT PRICE
Simple Product	Simple1	1	Color not as expected	100.0000

Conversation between the admin and customer

2015-12-05 1:37:41 pm	Admin	Hi whats the issue, please explain.
2015-12-07 3:46:50 pm	Me	Sir i found a defected product.

### Send Message

Enter Message: \*

Customer will enter message here for the admin

Check here to mark the RMA sloved

Check To mark as solved:

[«back](#)

\* Required Fields

[Submit Request](#)

The customer can enter the consignment number and upload images after the generation of RMA.

## Your Consignment Number

## Additional Image(s)



The customer can print a shipping label for Exchange resolution type. After clicking Print shipping label, customer will be redirected to print page.



Pre Shipping Label  
Shipping Label

#000000005-23



**Order Id**

#000000005

**RMA Id**

#000000005-23

**Created On**

2015-12-05 12:36:19 pm

Item(s) Requested for RMA

PRODUCT NAME	SKU	RETURN QTY	REASON
Phone	Simple1	1	Color not as expected

Copyright © 2015 Magento. All rights reserved.

**Product Return RMA for Guest User**

Magento2 RMA module provides RMA for the guest user also. You just need to click the Order Returns link at the footer of the home page.

# Home Page

Privacy and Cookie Policy  
Search Terms  
Contact Us  
Orders and Returns  
Advanced Search  
**RMA Guest Login**

Enter your email address  [Subscribe](#)

Guest user can login from here

After clicking on this link you just need to enter their correct Order Id and Email.

Default welcome msg! [Sign In](#) or [Create an Account](#)

 Search entire store here...  

Test Mobile

## Guest Login for RMA

Order Id \*

Email \*

[Login Request](#)

Enter order ID and email id

The guest user can create new RMA very easily.

# New RMA

## Select Order

ORDER ID	PRICE (\$)	DATE FROM
000000010	\$105.00	2015-12-09 8:19:24 am

Guest user can filter the order from here

1 Item

### Items Ordered: \*

NAME	SKU	<input type="checkbox"/>	QTY ORDERED	QTY RETURNING	REASON	PRICE
Electronic product	Simple1	<input checked="" type="checkbox"/>	1	<input type="text" value="1"/>	Wrong Product Received.	100.0000

Select product for RMA

Select reason for RMA

### Related Images:

Upload Images

Specific package condition as open or closed

### Package Condition: \*

Open

Resolution type as refund or exchange

### Resolution Type: \*

Refund

### Additional Information: \*

Please refund my amount asap.

If the product is delivered then enter the consignment number

### Product Delivery Status:

Delivered

### Enter Consignment Number: \*

ASD654864

### Return Policy:

A website content writer or web content writer is a person who specializes in providing relevant content for websites. Every website has a specific target audience and requires a different type and level of content. Content should contain words (key words) that attract and retain users on a website.

Check here to accept the Return Policy

### I Agree: \*

[«back](#)

\* Required Fields

After the generation of New RMA, Customer/Guest will receive an Email.

Hello ,

Thanks for your RMA request, will contact you soon.

<b>RMA Id :"</b>	<b>Order Id :</b>
000000010-29	000000010
<b>Package Condition :</b>	<b>Resolution Type :</b>
Open	Refund
<b>Customer Consignment Number :</b>	
ASD654864	
<b>Additional Information :</b>	
Please refund my amount asap.	
<b>Click here to view RMA :</b>	
<a href="#">[Link]</a>	

Product Name	SKU	Return Qty	Reason
Phone	Simple1	1	Color not as expected
Phone	Simple1	1	Wrong Product Received.

At RMA history page, guest user can see the all RMA history and view the RMA details by clicking on "View Details" link.

## Rma History

Request New RMA
From here, guest user can request a new RMA

ID	ORDER ID	STATUS	DATE	logout
29	000000010	Pending	2015-12-09 8:29:42 am	View   Cancel

From here, guest user can view or cancel the RMA

1 Item

## Product Return RMA Management from Admin's end

The admin can view all RMA request ( Registered Customer and Guest Users) under **RMA System -> Manage All RMA** like the below image.

The screenshot shows a web interface for managing Return Merchandise Authorization (RMA) requests. The page title is 'All RMA'. On the left is a vertical navigation menu with icons for Dashboard, Sales, Products, RMA System, Customers, Marketing, Content, and Reports. The main area contains a search bar, a table of 17 records, and control buttons for filters, view, and columns. Three red callout boxes highlight specific features: 'Customer group' points to the 'Group' column, 'Various RMA status' points to the 'RMA Status' column, and 'Click on "VIEW" to see the details' points to the 'View' links in the 'Action' column.

ID	Order ID	Customer Name	Group	Created At	RMA Status	Action
30	000000011	Guest User	guest	2015-12-09 09:16:24	Processing	<a href="#">View</a>
29	000000010	Guest User	guest	2015-12-09 08:29:42	Pending	<a href="#">View</a>
28	000000009	EsterB Camerine	customer	2015-12-09 07:31:27	Solved	<a href="#">View</a>
27	000000008	EsterB Camerine	customer	2015-12-09 07:20:46	Decline	<a href="#">View</a>
26	000000007	Bonnie H. Balentine	guest	2015-12-08 09:47:35	Cancelled	<a href="#">View</a>
25	000000006	Michael C. Willis	guest	2015-12-08 09:33:38	Cancelled	<a href="#">View</a>
24	000000005	Josh B. Link	guest	2015-12-08 08:35:30	Cancelled	<a href="#">View</a>
23	000000005	EsterB Camerine	customer	2015-12-05 12:36:19	Processing	<a href="#">View</a>

Now, let us explain all the RMA status one by one.

### Pending

Pending status comes into sight when the new request is submitted by user either guest or customer.

### Processing

If Admin agreed by the user for the RMA request and initiate either refund or exchange then Processing status will be generated.

### Declined

If the admin disagrees with the request submitted by the user then decline the request of RMA.

### Solved

RMA status will mark as Solved, When the RMA request is submitted by the user are solved i.e either money is refunded or product is exchanged.

### Cancelled

If RMA request submitted by the user is cancelled by the user itself then RMA status become Cancelled.

Admin can manage all RMA request through the back end. After clicking on particular RMA, the admin will be able to see the whole RMA detail generated by the customer.

Admin can also select and update the RMA status as approved, decline or solved and also select Shipping label for exchange resolution type.



# RMA Details

← Back    Reset    **Update**

Admin can update from here

### Order Id

#000000005

### Package Condition

Open

### Created On

2015-12-05 12:36:19 pm

### Your Consignment Number

### Additional Image(s)



### Item(s) Requested for RMA

PRODUCT NAME	SKU	RETURN QTY	REASON	PRODUCT PRICE
Phone	Simple1	1	Color not as expected	100.0000

2015-12-05 1:37:41 pm Admin

Hi whats the issue, please explain.

**Conversation between customer and admin**

2015-12-07 3:46:50 pm EsterB Camerine

Sir i found a defected product.

Enter Message \*

Delivery Status of Package for customer from Admin \*

Select Status

Select Shipping Label

Set the Delivery Status

Enter message for customer

Admin can set status as approve, decline or solved

Admin can select Shipping Label

That's all for the Magento2 Product Return RMA, still have any issue feel free to add a ticket and let us know your views to make the module better <http://webkul.uvdesk.com/>