Returns Processing SOP

Receive, inspect, grade, restock/dispose workflow with decision criteria. A structured returns process keeps your inventory clean and gets sellable items back on shelves fast.

Returns Receiving

1. All returns go to the designated Returns Station (never mixed with inbound receiving).

2. Scan the return shipping label or RMA number to pull up the return authorization in Logentic.

3. Verify the returned items match the RMA. Note any discrepancies.

Inspection & Grading

- Grade A — Like new, original packaging intact. Restock immediately.

- Grade B — Opened but undamaged. Repackage and restock.

- Grade C — Minor cosmetic damage. Restock as "open box" or move to secondary channel.

- Grade D — Defective or significantly damaged. Quarantine for disposal or vendor return.

Disposition & Restocking

1. Grade A/B items: Scan and putaway to original or available bin location.

2. Grade C items: Move to designated clearance zone. Update listing accordingly.

3. Grade D items: Place in quarantine zone. Log disposal or vendor credit request.

4. Update inventory counts in Logentic immediately after disposition.

5. Process refund or exchange per your brand's return policy.

> **CRITICAL RULE**
> Returns must be processed same-day or next business day. Every day a return sits unprocessed is a day your inventory count is wrong and a sellable item is off the shelf. Set a daily returns processing window and stick to it.