

# WooCommerce Return and Warranty Management (RMA) System

## Description

WooCommerce Return and Warranty management system (RMA) plugin allows eCommerce storeowners to process return and warranty. The WooCommerce RMA plugin makes helps manage customers' request for product return. It's a simple, yet powerful tool for your WooCommerce workflow.

With an easy-to-use interface, an Admin can change warranty options endlessly, or close all return and warranty requests at once. eCommerce storeowners have to deal with returns and refunds on a daily basis. Customers are likely to return a product they purchased for refund or request you to replace the original product.

Then, you will have to replace or provide a refund for the returned product. When you are considering an eCommerce business model, you have to design your website including warranty, refund, or no warranty options.

There comes Return and Warranty management system. With this plugin, managing refund or replacement requests and processing warranty have never been easier!

## WooCommerce RMA Basic Features

- Process warranties for your products
- Display warranty management details on the product landing page
- Define warranty periods and terms for products individually or altogether
- Define warranty cost for each product
- Replace and refund manually
- Feature Simple product for return and refund of the vast majority of your products
- Choose from certain shipping methods
- Include multiple terms on a single product
- Give your customers a way to Create New Request via a form
- Add notes for Admin on each request

## WooCommerce RMA Pro Features

- Feature Variable product for return and refund of a product with variations
- View conversations between Admin and customer
- Give your customers store credit for items not eligible for refund
- Auto-refund your customers
- Allow your customers to choose their own shipping methods or providers
- Create, customize refund requests form
- Generate reports on product variations individually

- Generate reports on all refunded products in your store

## **Admin Features**

- Define warranty status to products according to your workflow
- Add return reasons for customers
- Generate custom request form
- Define warranty length, length value, length duration
- Add Admin notes after handling each request
- Manage warranty and return policy directly on WooCommerce
- Use predefined warranty form for easy submission
- Manage order status to allow warranty request
- Check the progress of Returned Status (New, Processing, Completed, Rejected, Reviewing)
- Set Add-On Warranty
- Use Global Settings to apply warranty settings for all products

## **How will WooCommerce Return and Warranty benefit you?**

- You'll be able to manage warranty and return system in your WooCommerce shop.
- WooCommerce Return and Warranty allows you to manage WooCommerce warranties easily while maintaining your company's return policy and standards.
- You will be able to process warranty requests for your products both individually or all at once.
- Setting warranty period, value, and duration is super easy with WooCommerce Return and Warranty.
- Customer will easily be able to request and manage refund/replacement from their account.
- You can create a custom warranty statuses for convenience.
- An Admin can generate custom request form.
- You can use a predefined form for responding to warranty requests.
- Status will help you track progress of the request.
- Finally, this plugin will contribute to making your eCommerce store a successful one!

## **INSTALLATION AND USAGE**

The installation of WooCommerce Return and Warranty is very simple. If you have previously installed any WordPress plugin, installing this will be the same as well! Yes, WooCommerce Return and Warranty is a WooCommerce extension, so you need to install and activate WooCommerce on your site.

Once you have installed and activated WooCommerce in your system, now install this plugin and activate it. If you do not have WooCommerce installed on your system, this plugin won't work and will show an error message.

## **How Does This Plugin Work?**

After activating your plugin, you will notice a sub-menu named “Return Request” in your dashboard. This sub-menu expands into two pages “Requests” and “Settings”. The Settings has three tab options – General, Default Warranty, and Frontend.

On the General tab in the Settings page, there are two groups – Order Status to Allow Warranty Request and Returned Status. “Order Status to Allow Warranty Request” allows you to set a condition, for which your customer will be eligible to make a warranty request. “Returned Status” shows the status of a new request. New requests will be termed “New”.

On to the Default Warranty tab, you can set Label, Type, and Add-On Warranty. Label carries the name to show in place of Warranty. Type has three options – No Warranty, Warranty Included, and Warranty as Add-On.

## **WooCommerce Return and Warranty Plugin at a Glance**

- Version: 1.0.0
- Created by: Sabbir Ahmed
- WordPress Version: 4.0 or higher

## **Frequently Asked Questions**

**Q: From which page the customer can send a return request?**

A: First, the customer needs to go to the My Account page. There, he’ll see an “Order Listing” option. From the Order Listing page, the customer can send a return request.

**Q: Will the customers receive email notification?**

A: Yes, they will. After the admin updates the return request, the customer will get an email notification.

**Q: Can the admin add price-based warranty to the product?**

A: Yes, he can. For this, the admin needs to set the warranty type to “Included Warranty”. Under this setting, the admin can easily add price-based warranties to the products.