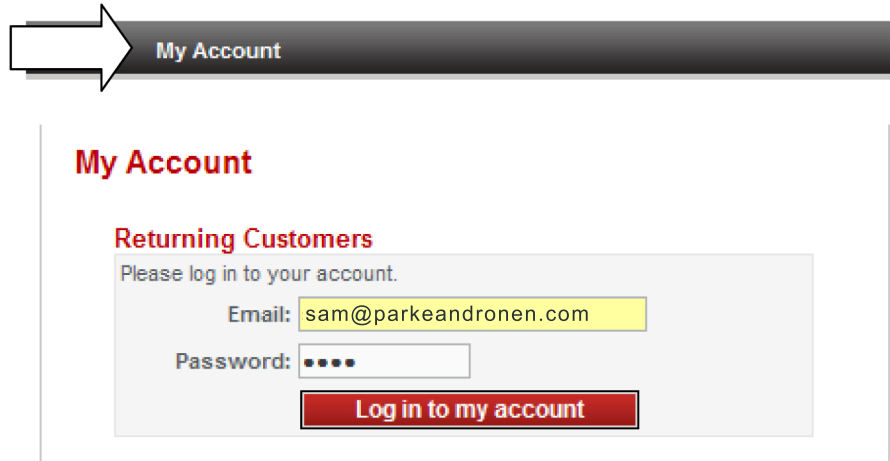


Initiate RMA

After an order has been placed, a customer can login into their account and initiate a RMA at any time.

To start the RMA process:

1. The customer will login to their account on in the **'My Account'** section.



My Account

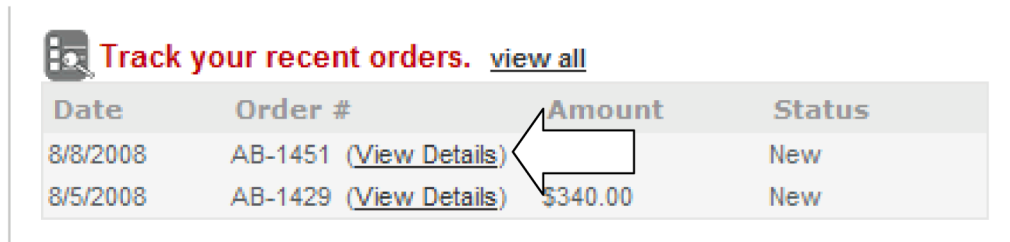
Returning Customers
Please log in to your account.

Email:

Password:

Log in to my account

2. In the **Track Your Recent Orders** section, the customer will click on the **View Details** link for the order they would like to initiate the RMA for.

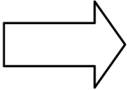


Track your recent orders. [view all](#)

Date	Order #	Amount	Status
8/8/2008	AB-1451 (View Details)		New
8/5/2008	AB-1429 (View Details)	\$340.00	New

3. Once in the order, the customer will click on the **Add New RMA** button.

Shipping Method: By Weight
Payment Type: Money Order

 [Add New RMA](#)


Item ID	ITEMS	PRICE	QTY	TOTAL
118529	Sweater	\$30.00	2	\$60.00
Subtotal:				\$60.00
Discount(s):				\$0.00
Taxes:				\$120.00
Shipping:				\$20.00
TOTAL:				\$200.00

- The customer will choose the number of items they want to return in the **Order Items** section.
- In the Order Return Options section, they will choose the **Reason** and **Method** for the return.



Create New RMA [back to my account](#)


Please, select the quantity of items to return, the reason of return and the method.

Order Items

Item Id	Description	Unit Price	Purchased	Returned
118529	Sweater	\$30.00	2	1 

Order Return Options

Reason	Method	RMA Status
Broken 	Money Back 	Open



- Finally, the customer can add comments in the **Comments** section. This is optional on their part, but these comments will be visible to the Merchant. Once done, they will click **Save RMA**.

Order Return Options		
Reason	Method	RMA Status
Broken <input type="button" value="v"/>	Money Back <input type="button" value="v"/>	Open

My Comments	
<p>One of the sweaters I ordered had a hole in the arm. I would like to return this for a refund on my credit card.</p>	<input type="button" value="v"/> <input type="button" value="v"/>

Please select the quantity box before clicking on the "Save RMA" Button.

Your RMA has been created.

You RMA number is 303.
In few days you will receive an email with important instructions.
Please, do not ship the item(s) until you receive an authorization email from us.