

How do I create a new return or refund?

Sometimes customers return things, sometimes for legitimate reasons, other times well, we're not here to talk about that.

Fortunately, Aero is ready to handle even the most complex refunds and returns. In order to process a refund of return we start by heading over to the orders page and finding the order that needs our attention.

When we're on the order page we can start a new return or refund by clicking on the "+ New Return / Refund" button.

Order #WEB7-476
17th November, 2021 at 11:44 am

Unfulfilled Items (7)

NAME	SKU	QUANTITY	UNIT PRICE
PRS Silver Sky Colours: Frost	silver-sky-frost	1	£2,399.00 (£2,159.10)
PRS HX 100 "Hendrix" Circuit Valve Amp Head	HX100	1	£2,999.00 (£2,699.10)
BOSS DD-3T Digital Delay Pedal	dd3	1	£109.00 (£98.10)
Fender Custom Shop Instrument Cable Cable Length: 3 ft / 1 m Jacks: Angled Colours: Black Tweed	CSSJIC-3-FT / 1 M-ANGLED-BLACK-TWEED	1	£9.99 (£9.00)
Fender Custom Shop Instrument Cable Cable Length: 10 ft / 3 m Jacks: Straight Colours: Black Tweed	CSSJIC-10-FT / 3 M-STRAIGHT-BLACK-TWEED	2	£15.99 (£14.40)
Ibanez TS808 Reissue Tube Screamer Overdrive Pedal	TS808	1	£159.00 (£143.10)

Order Information

Status
SUCCESSFUL

Customer
Tim Spratt (tim@aerocommerce.com)

Other Orders
0

Shipping Method
Standard

Shipping Address
Tim Spratt
Aero Commerce, Commerce House, 1 Exchange Square, Middlesbrough, TS11DE, GB

Billing Address
Tim Spratt
Aero Commerce, Commerce House, 1 Exchange Square, Middlesbrough, TS11DE, GB

IP Address
127.0.0.1

Created By
Ste

Payment Information

+ New Return / Refund

Status History
Ste - Wed 17th Nov at 11:44 (6 days ago)

From here we'll be presented with the return and refund page.



Back

New Return / Refund

Items (7)

	NAME	SKU	ORDER	QUANTITY	RESTOCK	UNIT PRICE	EXCHANGE
	PRS Silver Sky Colours: Frost	silver-sky-frost	#WEB7-476	0	☒	£2,399.00 (£2,159.10)	Exchange
	PRS HX 100 "Hendrix" Circuit Valve Amp Head	HX100	#WEB7-476	0	☒	£2,999.00 (£2,699.10)	Exchange
	BOSS DD-3T Digital Delay Pedal	dd3	#WEB7-476	0	☒	£109.00 (£98.10)	Exchange
	Fender Custom Shop Instrument Cable Cable Length: 3 ft / 1 m Jacks: Angled Colours: Black Tweed	CSSJIC-3-FT / 1 M-ANGLED-BLACK-TWEED	#WEB7-476	0	☒	£9.99 (£9.00)	Exchange
	Fender Custom Shop Instrument Cable Cable Length: 10 ft / 3 m Jacks: Straight Colours: Black Tweed	CSSJIC-10-FT / 3 M-STRAIGHT-BLACK-TWEED	#WEB7-476	0	☒	£15.99 (£14.40)	Exchange
	Ibanez TS808 Reissue Tube Screamer Overdrive Pedal	TS808	#WEB7-476	0	☒	£159.00 (£143.10)	Exchange

Save

The top of this page displays all of the products in the order, as you will see all of the items have a dropdown selector for the quantity, with all of them currently showing as “0”. You will also notice that the “restock” checkbox is selected by default and that the exchange button is currently disabled.

If we change one of the product quantities we’ll see the “exchange” button is now available, as we are telling the system that this is the item in the order that is going to be returned.

Clicking the exchange button will present us with the product picker, allowing us to easily search our inventory for an item to exchange.

The restock option will add the item back to your inventory.

