

What is RTO?

RTO or **Return To Origin** is a shipping stage of an order. When an order has been updated to be RTO initiated, it indicates that it is currently being processed for **return** to the seller, in this case, Printrove. An order is RTO initiated after **three unsuccessful delivery attempts** have been made or when the seller or customer cancels the order after it has been dispatched.

Orders processed for RTO can have three stages.

- **RTO Initiated**

When an order is being processed for a return, it will be marked as RTO initiated.

- **RTO In-transit**

When an RTO initiated order has begun its transit journey towards the origin or seller, it is updated as RTO in transit.

- **RTO Delivered**

Once an order has been delivered to Printrove, it will be marked as RTO delivered.

All RTO delivered orders are Added to Returns in 24-48 hours, unless the same has not been received by Printrove. You can refer to the suggested article below to know how a returned order is processed.

Suggested Article: [What happens when an order is Returned to Printrove?](https://community.printrove.com/portal/en/kb/articles/what-is-rto)