


# How to Re-Ship returned orders?

Courier returns are orders that were unsuccessful in delivery attempts and never reached the customer. These orders are marked as **RTO** (*Returned to Origin*) and sent back to the original pickup address, Printrove's Operation House. This guide will help you manage your returned orders and reship single or multiple orders to your preferred address.


## What is a Courier Return Order?

A courier return order is marked as RTO when the delivery executive can't deliver your shipment to the end buyer. The shipment is then sent back to Printrove's Operation House.


 Using a custom address for a return order is currently not possible, as not all courier companies allow it.

### Reasons for Courier Returns:

- Customer not contactable
- Incomplete address
- COD amount not ready
- Future delivery requested by the customer
- Self-pickup requested by the customer
- Customer refused delivery
- Door/premises/office closed
- Pin code not serviceable

 To deal with Customer Returns, please refer to the following article. [How to deal with customer exchanges through Reverse Pickups?](#)


An order is added to your returns within **24-48 hours** of it being *RTO Delivered*. You can view and manage these orders from the Merchant Panel by heading over to **Manage Orders> Returns**.

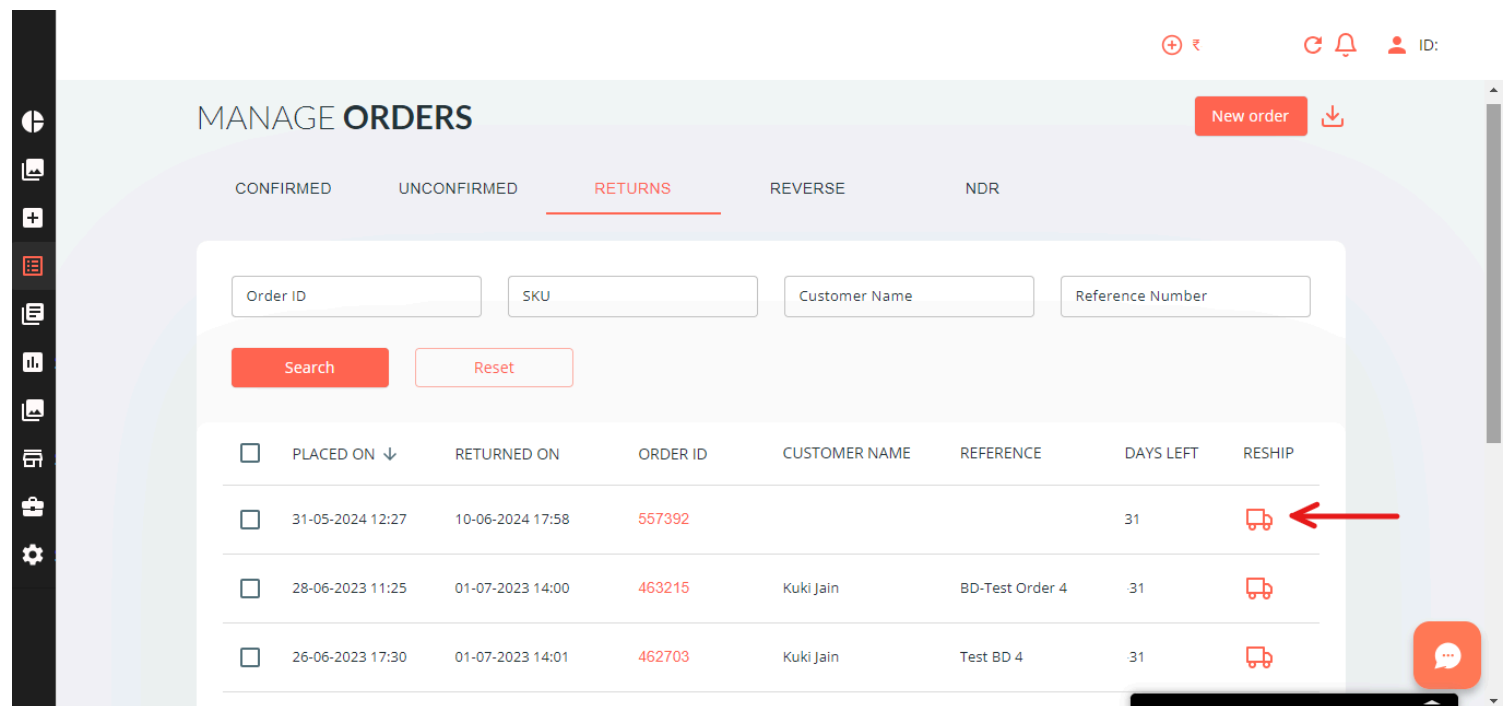
 You can enable email notifications for updates when an order is added to your returns by heading over to **Settings> Notifications**.

# Managing Returned Orders

Once an order is added to your returns, it is stored by Printrove for **30 days**, free of charge. During this, you can choose to reship them to another customer or to yourself for a minimal **reshipping fee**. Once the 30-day period ends, the order is disposed of/donated to charity.


## Reshipping a single order

**Step 1:** Under the Returns section on the Manage Orders page, click on the **Reship icon**  against a single order to ship it to a preferred address. You can refer to the image below for reference.



**Step 2:** Enter customer details, shipping address, and mode of shipping.

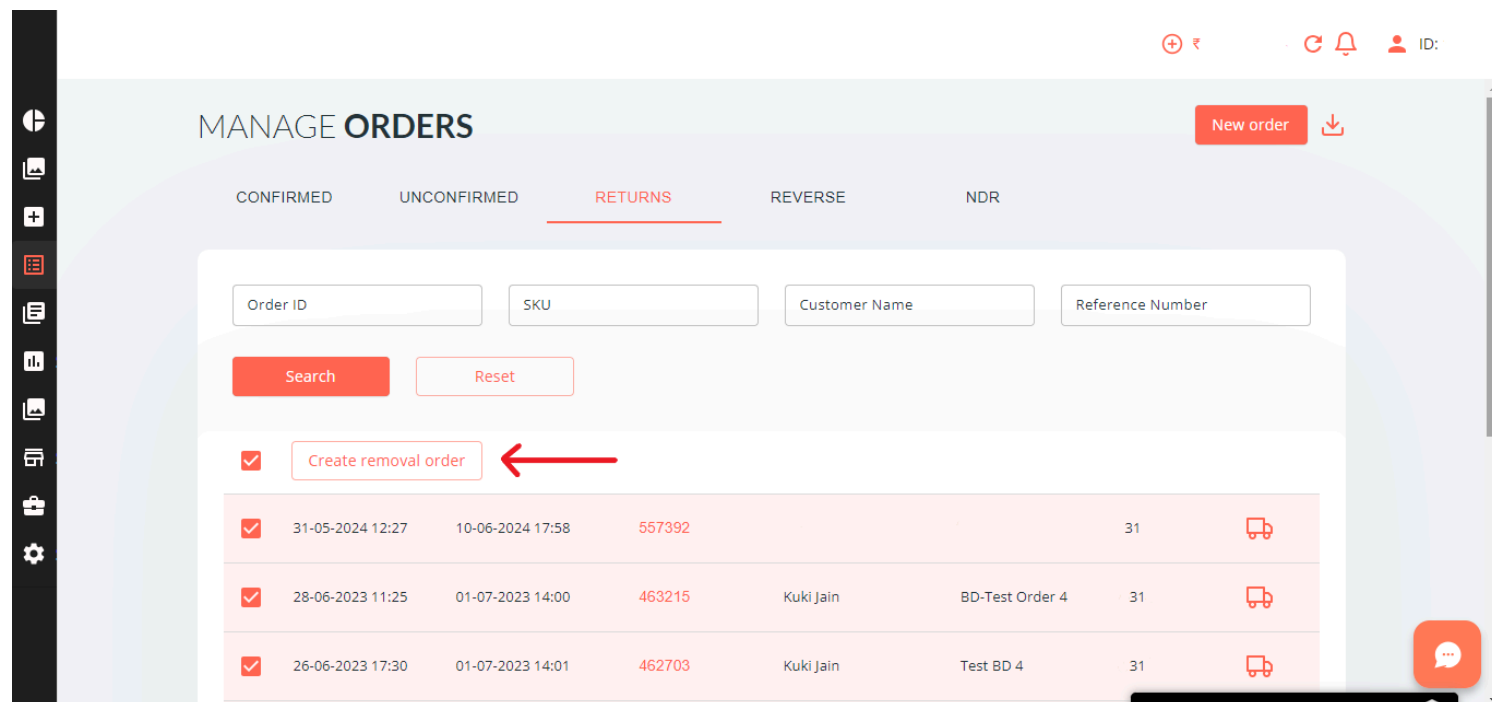
**Step 3:** Make the payment using available credits and confirm the order.

 Reshipping is charged at **Rs. 60 + 18% GST**.


## Reshipping Multiple Return Orders to a Single Address

You can select multiple orders during the Reship stage and compile them into **one order**, termed a '**Removal Order**.'

**Step 1:** Create a Removal Order from the Merchant Panel by heading over to **Manage Orders> Returns> Select Orders** from the checkbox and click on **"Create Removal Order."** You can refer to the image below.



**Step 2:** Enter details, make the payment using available credits, and confirm the order.

 Please note that you **cannot edit** reship orders on a product level. For example, units within an order cannot be edited or shipped separately.

We hope this guide helps you manage and reship your returned orders efficiently.