

# How to deal with customer exchanges through Reverse Pickups?

We all like to hear that our orders have been successfully **delivered** but, does the journey really end there?

What if the customer gets back to you requesting an **exchange** or has a **defect** that you possibly cannot identify through images or videos shared? Don't worry, we've got you covered!

Since Printrove does not accept Customer Returns, we have introduced this feature to help you with the above-mentioned scenarios.

Scroll down below to know more about how you can create a **Reverse Pickup** in **5 simple steps:-**

## Create a Reverse Pickup from Printrove

**Step 1:** From your [Merchant Panel](#) > head over to Manage Orders Page.

**Step 2:** Click on the Order ID that you wish to place a Reverse-Pickup for

## MANAGE ORDERS

[New order](#)**CONFIRMED**

UNCONFIRMED

RETURNS

REVERSE

Order ID

Tracking Number

Customer Name

Reference Number

Order Status

All

Courier

All

Shipping Mode

All

Search

Reset

PLACED ON ↓

ORDER ID

CUSTOMER NAME

REFERENCE

COURIER

TRACKING ID

STATUS

02-01-2022 18:23

321776

Prakriti Iyer

012

Blue Dart Air

89361006044

DELIVERED

03-06-2021 13:54

244842

Pankaj rr

01691

Blue Dart Air

89185699621

DELIVERED

**Step 3:** Under More Actions, Click on "Reverse Pickup"

321776

02-01-2022 18:23

DELIVERED

More Actions ▶

Reverse Pickup

**Step 4:** Select the product from the checkbox and click on "Get Available Couriers"

Products

Shipping

✓

✓

Iris Lavender XS Sweatshirt

UID: 321776-1-1

Back Mockup

Back Design

Delivery Location

Your Brand Name

Your Business Address

Cancel

Get available couriers

**Step 5:** Choose your preferred courier and click on place order.

Products

Shipping

Select Courier

☒

Xpressbees Reverse - Rs. 100 for 950 gms

✓

☐

Delhivery Reverse - Rs. 135 for 950 gms

☐

Shadowfax Reverse - Rs. 119 for 950 gms

☐

Ecom Express Reverse - Rs. 209 for 950 gms


Back

Pay Rs. 100 and place order

The required reverse-pickup shipping charges shall be deducted from your [Printrove Credits](#). And ta-da! The new journey for the order begins here.

**❗ Disclaimer:** You can create Reverse Pickup Orders only for:

1. Products having a **valid SKU** in your Product Library
2. Orders that have been **delivered**

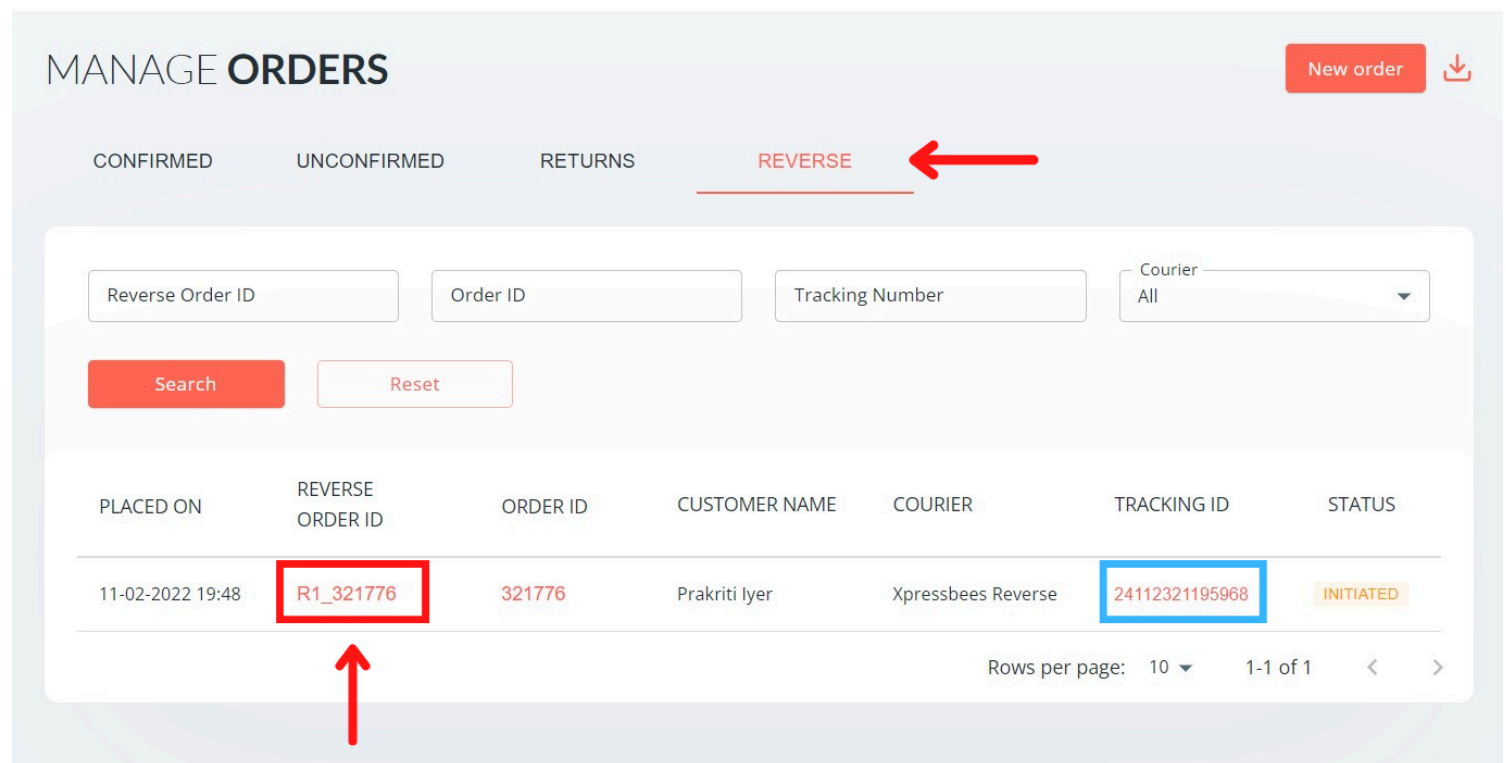
 **Note:** The Reverse Pickup Order will be delivered to your **Business Address** and not Printrove's warehouse.  
Make sure to **reconfirm** your Business Address by heading to your Merchant Panel > Settings.


## How to Track your Reverse Pickup Order?

Like any other order, you can track the journey of your Reverse orders from your [Merchant Panel](#).

**Step 1:** From your [Merchant Panel](#), go to Manage Orders > Click on the "Reverse" Tab.

**Step 2:** Click on the Reverse Order ID



**MANAGE ORDERS** New order 


CONFIRMED UNCONFIRMED RETURNS **REVERSE**

Reverse Order ID Order ID Tracking Number Courier All

Search Reset

PLACED ON	REVERSE ORDER ID	ORDER ID	CUSTOMER NAME	COURIER	TRACKING ID	STATUS
11-02-2022 19:48	<b>R1_321776</b>	321776	Prakriti Iyer	Xpressbees Reverse	<b>24112321195968</b>	INITIATED

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 **Note:** Reverse Pickup Orders will have a longer timeline as compared to normal shipping timelines (Forward Shipping)

Once the Return Order has been delivered, you would know what to do!



### Your Return Orders can be put to use for

- Branding
- Promotions
- Discounted Sale
- Personal Use
- Samples



Please note that since the pickup agents **do not** perform any quality checks for the products during a pick-up, our courier partners do not accept any claims for a refund in case a **wrong, damaged, or empty** package is received and Printrove is **not liable** for such shipping errors.