**Process Flow-2**

Rwturn Request

SS>=100

NSS shipments

SS <100

Item price < 5000 Item price >= 5000

Refund No Return.

Return is validated based on decision tree provided by Category.

Return Approved (Reverse shipper gets assigned)

After passing validation

Pickup cancelled by customer.

Pickup done from customer and Refunded (Return Picked)

Serviceable shipments

NSS >= 400

Refund is processed when delivered to vendor.

Delivered to vendor (DTO).

Validation fails

Self shipped by Customer.

Return Rejected

If not shipped within 14 days

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