



# ReturnOrder Class

Process ReturnOrders in Order Management, limited to 2,000 requests per hour.

## Namespace

[ConnectApi](#)

## ReturnOrder Methods

These methods are for `ReturnOrder`. All methods are static.

- **[createReturnOrder\(returnOrderInput\)](#)**  
Create a `ReturnOrder` and `ReturnOrderLineItems` for items belonging to an `OrderSummary`.
- **[returnItems\(returnOrderId, returnItemsInput\)](#)**  
Process `ReturnOrderLineItems` belonging to a `ReturnOrder`. Processing a `ReturnOrderLineItem` generates a change Order and makes that `ReturnOrderLineItem` read-only. The change order for a returned item or delivery charge has a positive amount and should be used to create a credit memo. The change order for a return fee has a negative amount and should be used to create an invoice. If a processed `ReturnOrderLineItem` has any remaining expected quantity, then the API creates a separate `ReturnOrderLineItem` representing that quantity.

### **[createReturnOrder\(returnOrderInput\)](#)**

Create a `ReturnOrder` and `ReturnOrderLineItems` for items belonging to an `OrderSummary`.

#### **API Version**

50.0

#### **Requires Chatter**

No

#### **Signature**

```
public static ConnectApi.ReturnOrderOutputRepresentation  
createReturnOrder(ConnectApi.ReturnOrderInputRepresentation returnOrderInput)
```

#### **Parameters**

##### ***returnOrderInput***

Type: [ConnectApi.ReturnOrderInputRepresentation](#)

Data for creating a `ReturnOrder` and `ReturnOrderLineItems`.

#### **Return Value**

Type: [ConnectApi.ReturnOrderOutputRepresentation](#)

#### **See Also**



Process ReturnOrderLineItems belonging to a ReturnOrder. Processing a ReturnOrderLineItem generates a change Order and makes that ReturnOrderLineItem read-only. The change order for a returned item or delivery charge has a positive amount and should be used to create a credit memo. The change order for a return fee has a negative amount and should be used to create an invoice. If a processed ReturnOrderLineItem has any remaining expected quantity, then the API creates a separate ReturnOrderLineItem representing that quantity.

#### API Version

52.0

#### Requires Chatter

No

#### Signature

```
public static ConnectApi.ReturnItemsOutputRepresentation returnItems(String returnOrderId,
ConnectApi.ReturnItemsInputRepresentation returnItemsInput)
```

#### Parameters

##### *returnOrderId*

Type: [String](#)

ID of the ReturnOrder.

##### *returnItemsInput*

Type: [ConnectApi.ReturnItemsInputRepresentation](#)

Data about products and delivery charges to return, as well as associated return fees.

#### Return Value

Type: [ConnectApi.ReturnItemsOutputRepresentation](#)

#### See Also

- [createMultipleInvoices\(invoicesInput\)](#)
- [ensureRefundsAsync\(orderSummaryId, ensureRefundsInput\)](#)
- [createReturnOrder\(returnOrderInput\)](#)

#### DID THIS ARTICLE SOLVE YOUR ISSUE?

Let us know so we can improve!

[Share your feedback](#)



Commerce Cloud  
Lightning Design System  
Einstein  
Quip

Trailhead  
Sample Apps  
Podcasts  
AppExchange

Blog  
Salesforce Admins  
Salesforce Architects

© Copyright 2025 Salesforce, Inc. [All rights reserved.](#) Various trademarks held by their respective owners. Salesforce, Inc.  
Salesforce Tower, 415 Mission Street, 3rd Floor, San Francisco, CA 94105, United States

[Privacy Information](#) [Terms of Service](#) [Legal](#) [Use of Cookies](#) [Trust](#) [Cookie Preferences](#)

[Your Privacy Choices](#) [Responsible Disclosure](#) [Contact](#)