

## SOP: Creating Cases for Customer Returns not Refunded

1. In order to create a case for refunds not received for Customer Orders Returned or not returned, you would need to go to the “Help” page by clicking on the “Help” link in the top right hand corner of your Seller Central Account.
2. At the bottom of the “Help” page, click on the “Get Support” button.
3. On the following page, select the relevant issue, which in this case would be “Selling on Amazon”.
4. From the Drop Down Menu provided, select “Disbursements and Payments” from the “Your Account” heading.
5. From the options provided, click the “When will I be paid for my Order?” link.
6. On the next page, enter your Order ID in the available cell and click the yellow “Investigate Order” button.
7. Click the “View Payments Report” button and you will then be able to see what amount of refunds you are getting in total as well as when you can expect this customer return Order ID to be reimbursed to you and with which pending payment.
8. If you do not have a pending payment report, you can search and open a case for this missing reimbursement in one of two ways, both of which involve returning to your Help” page, clicking on the “Get Support” button and, on the following page, selecting the relevant issue, which in this case would be “Selling on Amazon”.
9. From the Drop Down Menu provided thereafter, select the “Orders” item from the “Fulfillment by Amazon” section.
10. Select “Request Order Reimbursement” from this section by clicking the “Select Issue” button to the right of the issue.
11. Enter your Order IDs one at a time to see whether they were indeed returned to an Amazon Fulfillment Center.
12. As they appeared on your Returns Report, they will most definitely occur as received.
13. Click the “No” button to show that this did not resolve your issue.
14. In the box that opens below, select the “Other” issue and then complete your details.
15. Once you are happy with everything you have filled in, select the “Submit” button at the bottom of the page.
16. You can also select the “Investigate an Order” issue and complete all the details therein, including attaching your reconciliation report, to request the reimbursement or refund.
17. Remember that if your returned item is in a sellable condition and Amazon has not paid you for it yet, they will not reimburse you as it simply goes back into your inventory.
18. The customer will be refunded though.
19. If the product is in an unsellable condition, Amazon will determine which disposition it ends up being and will reimburse you should the fault not have been yours but will not reimburse you if the customer damaged the product and made it unsellable.

20. Once you are happy with all of the details you have provided, click the “Send” button at the bottom of the page.

## See Also:

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- ▶ [SOP: Forecasting for Fulfillment by Amazon \(FBA\) Shipments](#)
- ▶ [SOP: Creating Shipments for Fulfillment by Amazon \(FBA\)](#)
- ▶ [SOP: Reconciling Inbound FBA Shipments](#)
- ▶ [SOP: Creating Cases for Inbound FBA Shipment Discrepancies](#)
- ▶ [SOP: Reconciling the FBA Inventory Report](#)
- ▶ [SOP: Creating Cases for Reimbursements from FBA Inventory](#)
- ▶ [SOP: Reconciling FBA Customer Returns Reimbursements](#)