



RETURNS & REFUNDS GUIDE

SELLER EDUCATION HUB

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OVERVIEW OF RETURN/REFUND MANAGEMENT PROCESS

What is Shopee Guarantee?



- 1 The buyer makes a purchase on Shopee
- 2 Shopee will hold the funds
- 3 If the buyer confirms they have **received the product** or the **Shopee Guarantee period expires**, Shopee will transfer the **funds to the seller**.
- 4 If the buyer submits a **Return/ Refund request** before the Shopee Guarantee period expires, and the **request is accepted**, funds are **returned to the buyer**.



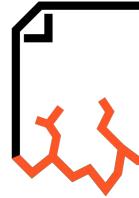
When can buyers request for a Return / Refund?



Did not
receive product



Received
wrong product
(e.g. size, color,
different product)



Received damaged
or faulty product



Received
incomplete product
(e.g. missing parts,
wrong quantity)

How can sellers manage a Return/ Refund request?

Sellers have 3 days to:



Accept Refund request:
Provides a **more positive customer experience**; Seller will not receive item back from buyer.



Accept Return & Refund request:
Seller **receives item back** from buyer; Return Shipping Fee charges may be incurred.



Raise a dispute:
Discuss Return/Refund request with buyer; Seek assistance from Shopee if no mutual agreement.

Note: This is not possible if the buyer did not receive the product.

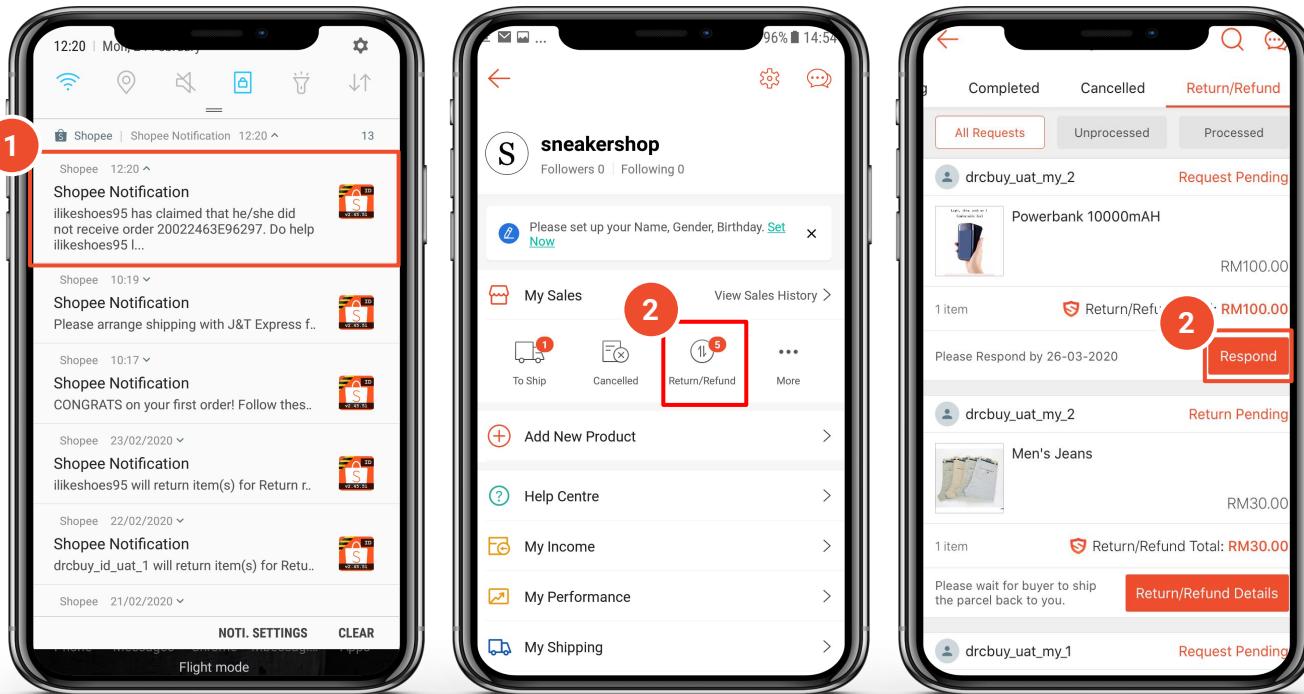


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OVERVIEW OF RETURN/REFUND MANAGEMENT PROCESS

HOW DO I PROCESS REFUNDS?

Seller receives a Refund request

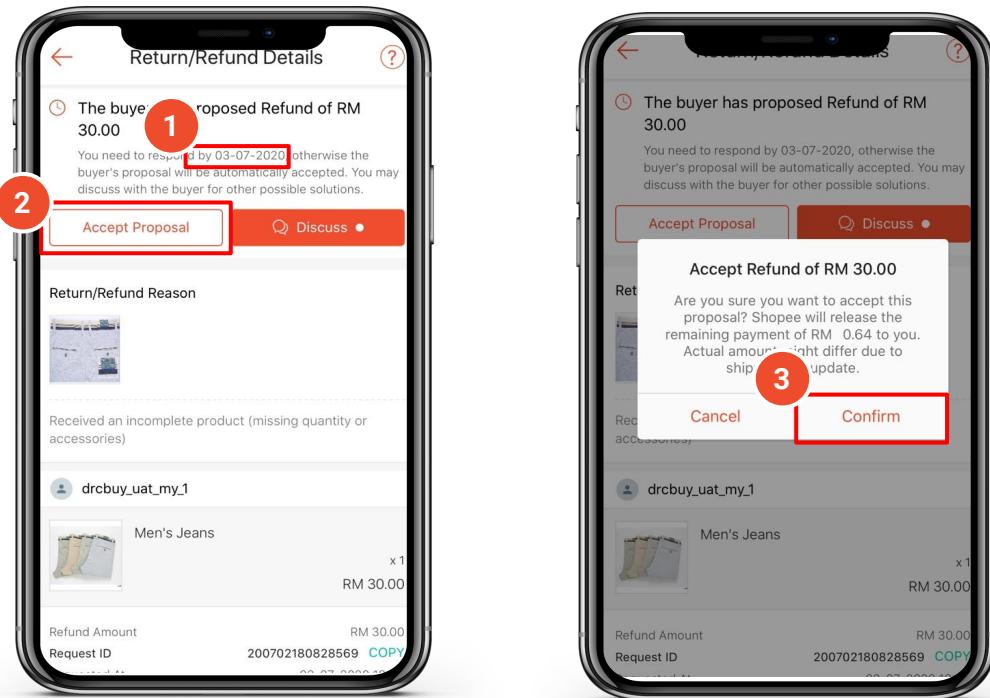


When a buyer raises a Refund request, you can view the request through:

- 1 Push Notification
- 2 My Sales



Seller accepts Refund request



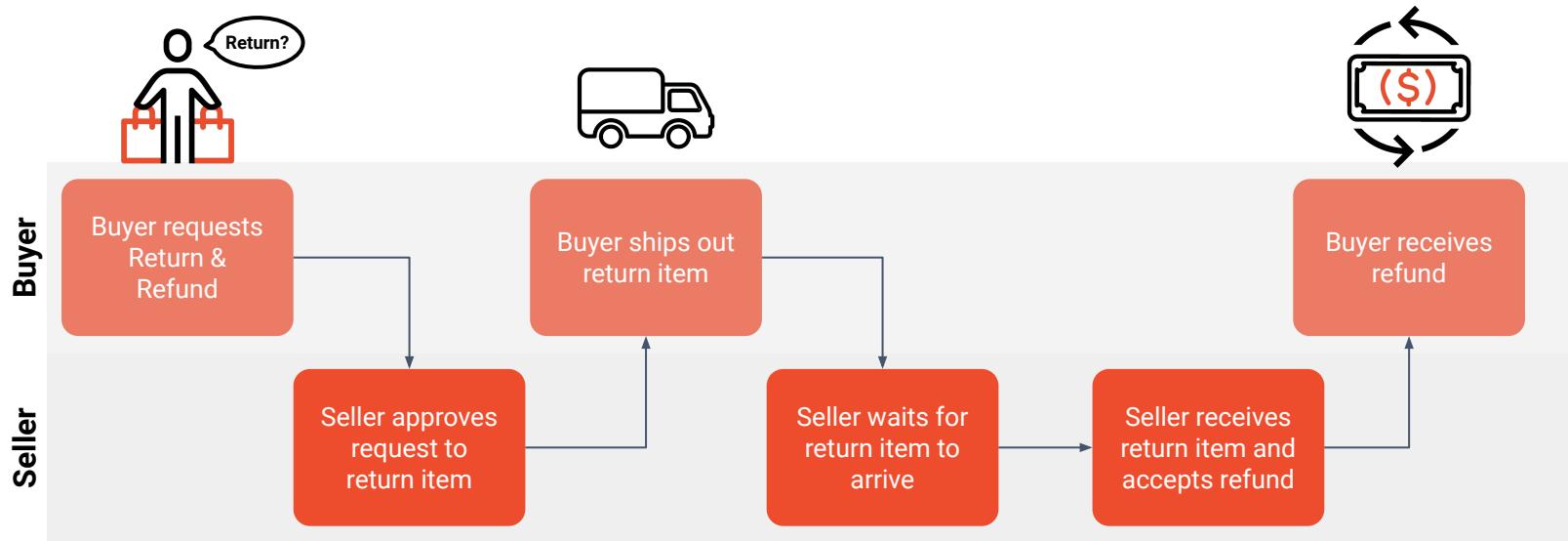
If you wish to accept the buyer's Refund request:

- 1 You will be shown the time you have to respond before the request is automatically accepted
- 2 If you want to accept the buyer's Refund request: Press "Accept Proposal" button
- 3 Press "Confirm" to Refund the buyer



HOW DO I PROCESS RETURNS & REFUNDS?

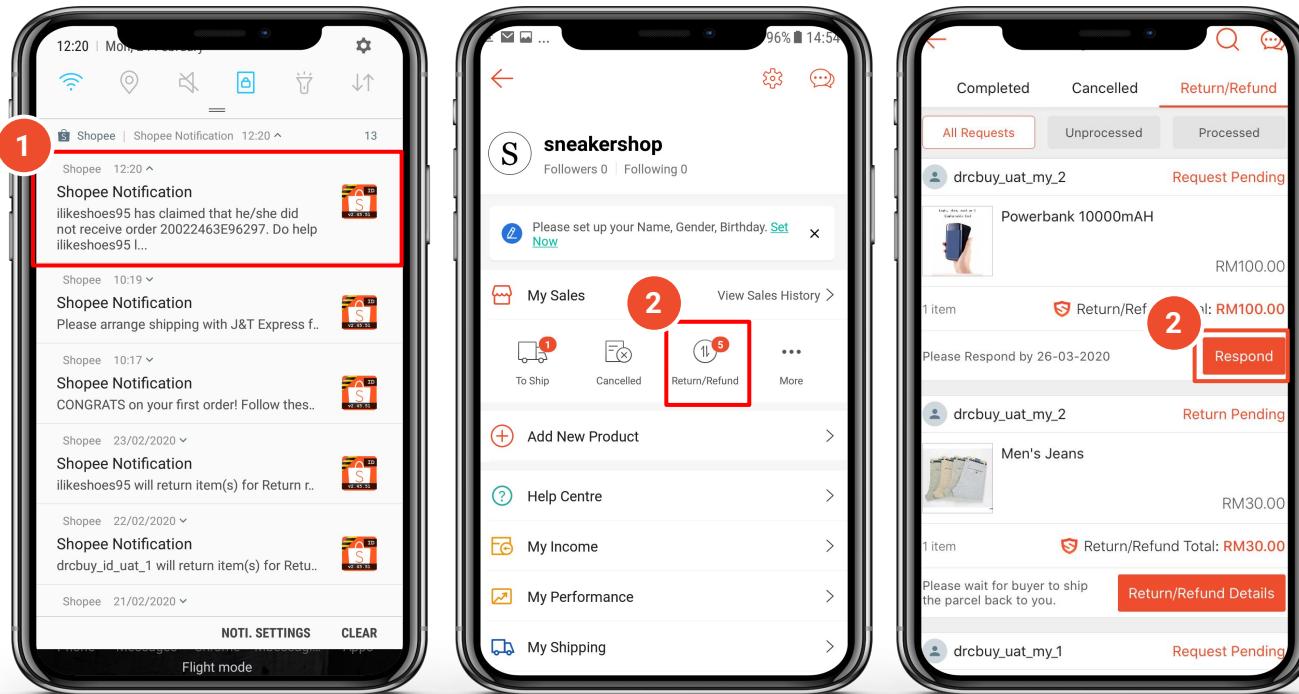
Overview of Return & Refund Process



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HOW DO I PROCESS A RETURN & REFUND?

Buyer raises a Return & Refund request



**When a buyer raises a
Return & Refund request,
you can view the request
through:**

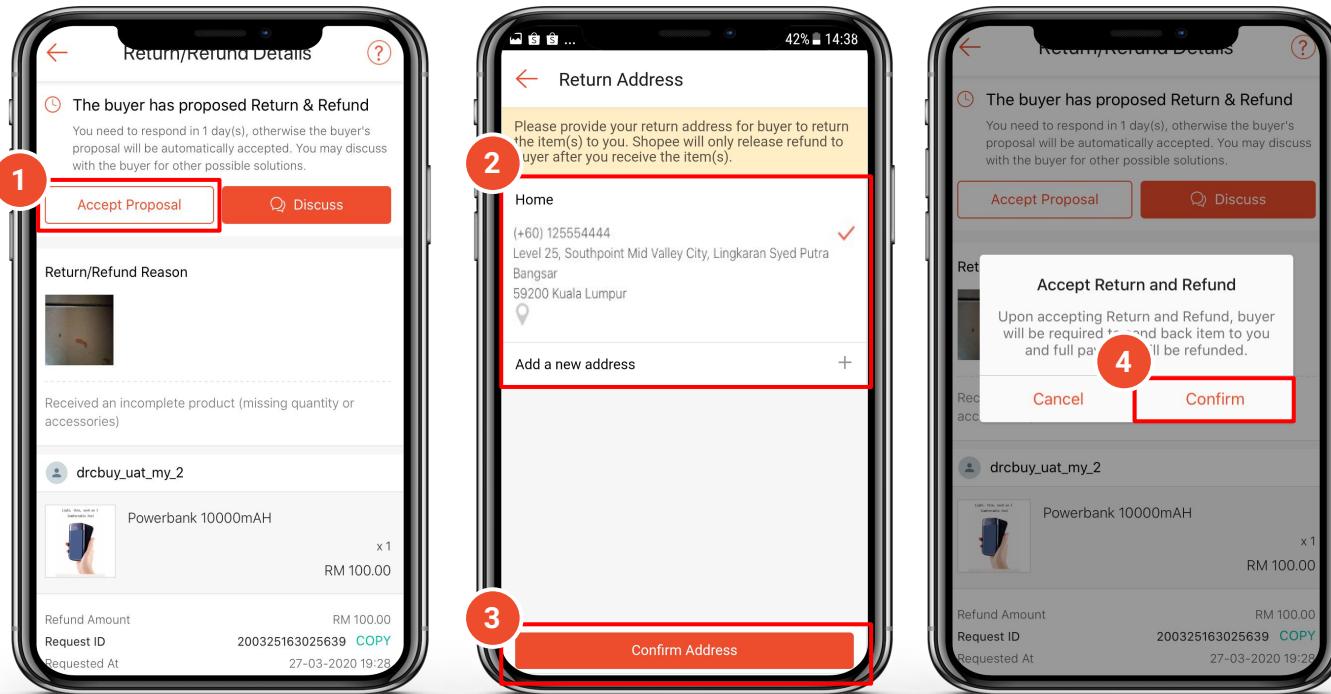
- 1 Push Notification
- 2 My Sales



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HOW DO I PROCESS A RETURN & REFUND?

Seller approves Return & Refund request



If you wish to accept the buyer's Return & Refund request:

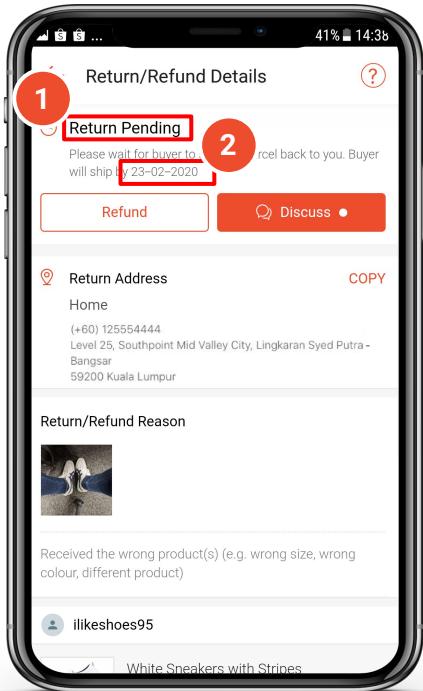
- 1 Press “Accept Proposal”
- 2 You will need to select or add a return address for the buyer to ship the return to
- 3 Click “Confirm Address”
- 4 In the pop-up window, press “Confirm”



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HOW DO I PROCESS A RETURN & REFUND?

Seller waits for buyer to ship out return item

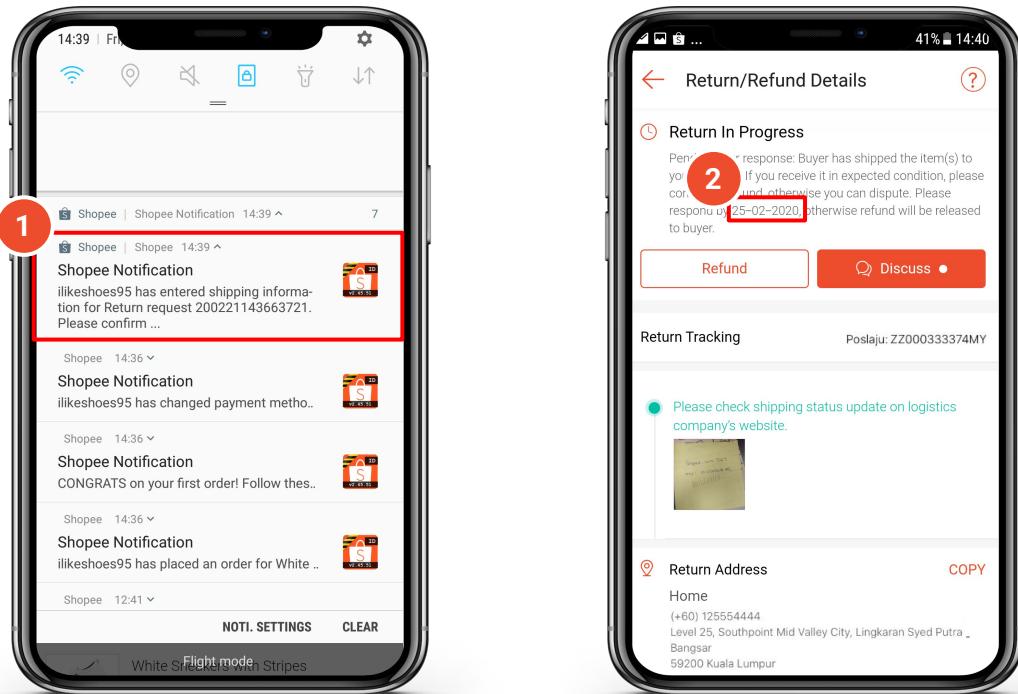


If you wish to accept the buyer's
Return & Refund request:

- 1 The Return/ Refund request will be updated to "**Return Pending**"
- 2 The buyer must **ship out the parcel by this date**. If not, the Return/ Refund request will be **cancelled**



Seller waits for return item to arrive



Once the buyer has shipped out the return item:

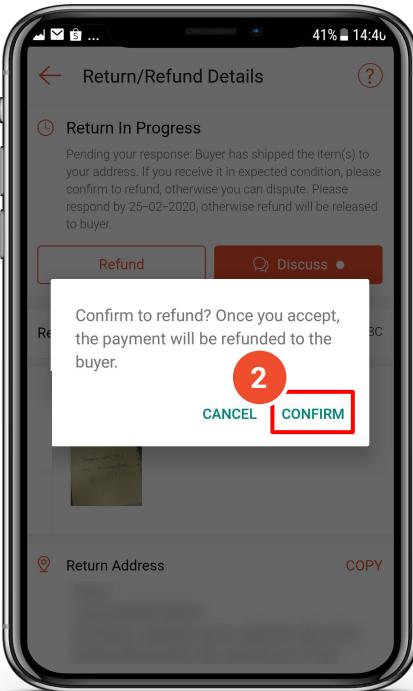
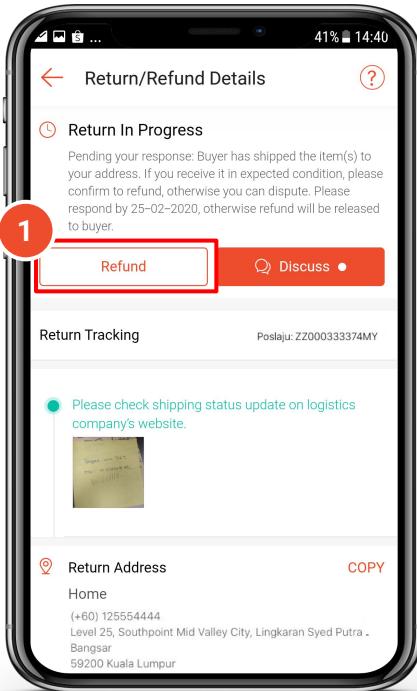
- 1** You will receive a **notification** when the buyer enters the return shipping information
- 2** You will need to **respond to the request before this date**. Otherwise, the **buyer will be refunded**



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HOW DO I PROCESS A RETURN & REFUND?

Seller receives returned item & approves request



If you have received the parcel in the expected condition:

- 1 Press "Refund"
- 2 Press "Confirm" in the pop-up window to refund the payment to the buyer

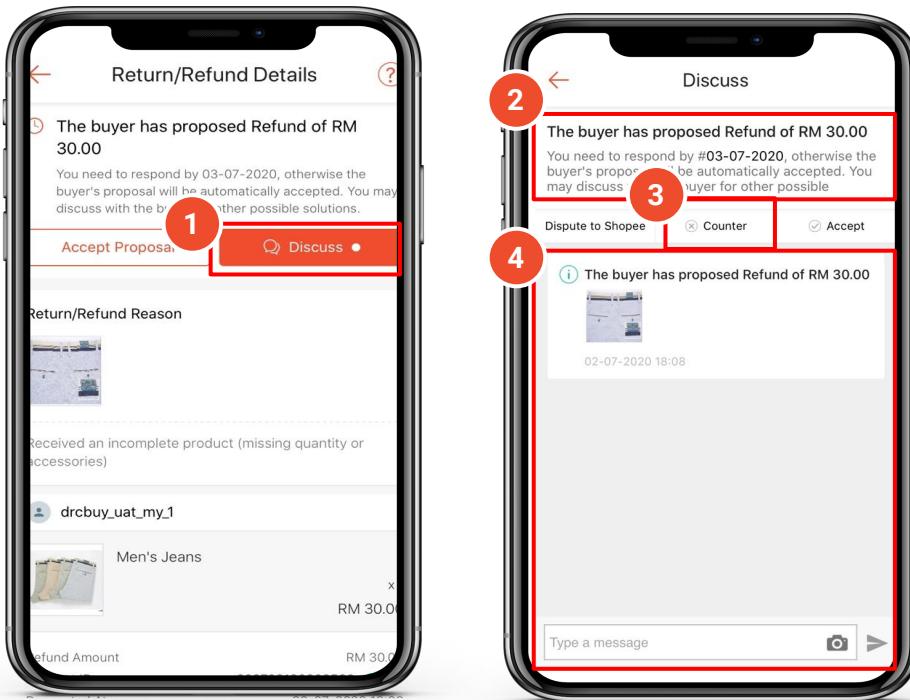


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HOW DO I PROCESS A RETURN & REFUND?

WHAT IF I DISAGREE WITH THE BUYER?

Seller discusses Return/ Refund request with buyer



If you wish to discuss with the buyer on his/her refund proposal:

- 1 Press "Discuss" to start the discussion
- 2 You will need to **respond to the buyer's proposal before the specified number of days**. Otherwise, the buyer's proposal will be accepted.
- 3 You may **counter-propose** a different refund amount to the buyer
- 4 You may **discuss with the buyer** and **upload images** in the in-app chat window

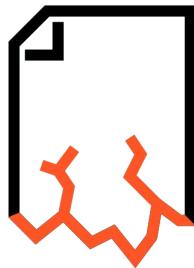


When can the seller raise a dispute?

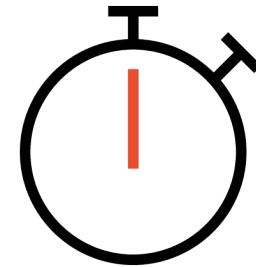
You can raise a dispute to Shopee after you have discussed with the buyer, and:



OR



OR



You **cannot come to an agreement** with the buyer

You received the return in an **unacceptable condition**
(e.g. wrong item)

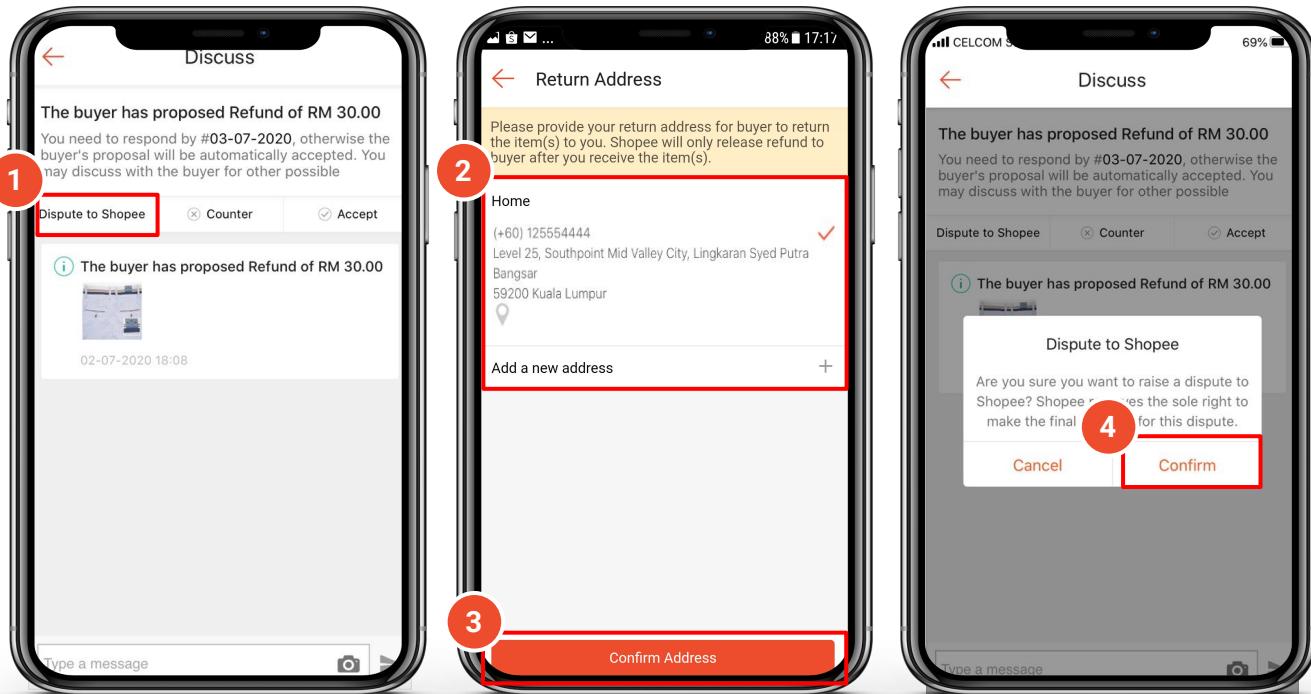
The return item **did not arrive on time**



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WHAT IF I DISAGREE WITH THE BUYER?

Seller disputes to Shopee

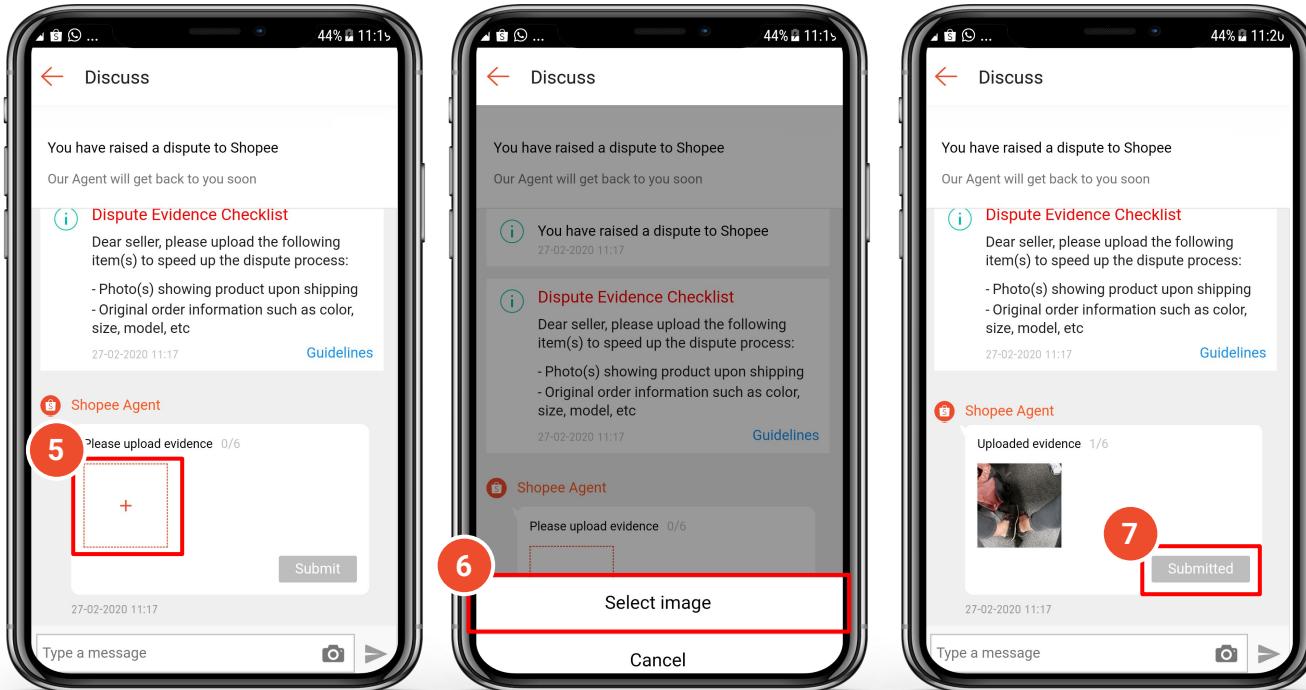


If you are unable to come to a compromise with the buyer, you can dispute the Return request to Shopee:

- 1 Press "Dispute to Shopee"
- 2 You will need to select or add a return address for the buyer to ship the return to
- 3 Click "Confirm Address"
- 4 In the pop-up window, press "Confirm"



Seller disputes to Shopee



You will need to upload your evidence to support your dispute:

- 5 Press the “+” box
- 6 Press “Select image” to upload an image
- 7 Press “Submit” to upload evidence

Note: You will have **2 working days** to provide the relevant evidence.



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WHAT IF I DISAGREE WITH THE BUYER?

Shopee shares dispute result

There are 3 potential results after the agent's investigation:

1

Refund accepted

The buyer is refunded in full or in part (without return)

2

Buyer returns item

The buyer need to return item back to seller

3

Request closed

Buyer's Return/ Refund request is rejected and seller receives payment



WHAT ARE THE BEST PRACTICES TO MANAGE RETURNS & REFUNDS?

Best practices for sellers

Before shipping out an order

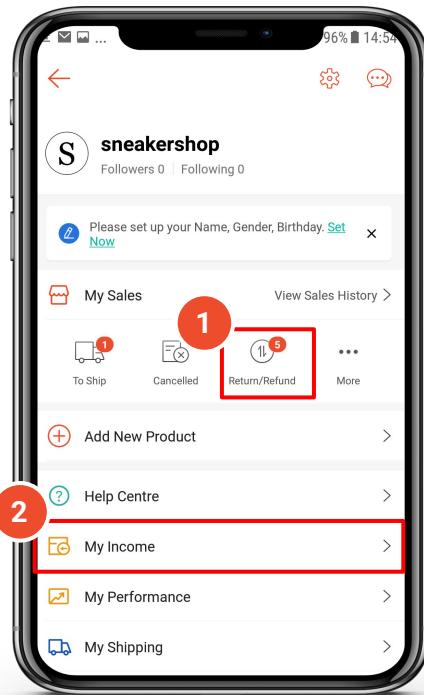
- Make use of **Shopee Supported Logistics** or ensure your courier has a **tracking number**. This lets you know when your order has reached the buyer.
- Where possible, keep **photos/video footage** of when items are packed and shipped.
- Ship items with sufficient protection** (e.g. padding/bubble wrap).

After a Return/ Refund request is raised

- Respond to Return/ Refund requests promptly.**
- Discuss with the buyer** before submitting a dispute.
- Upload evidence promptly** once a dispute is submitted.



Seller can keep track of Refunds in the app



You can view Return/Refund details in:

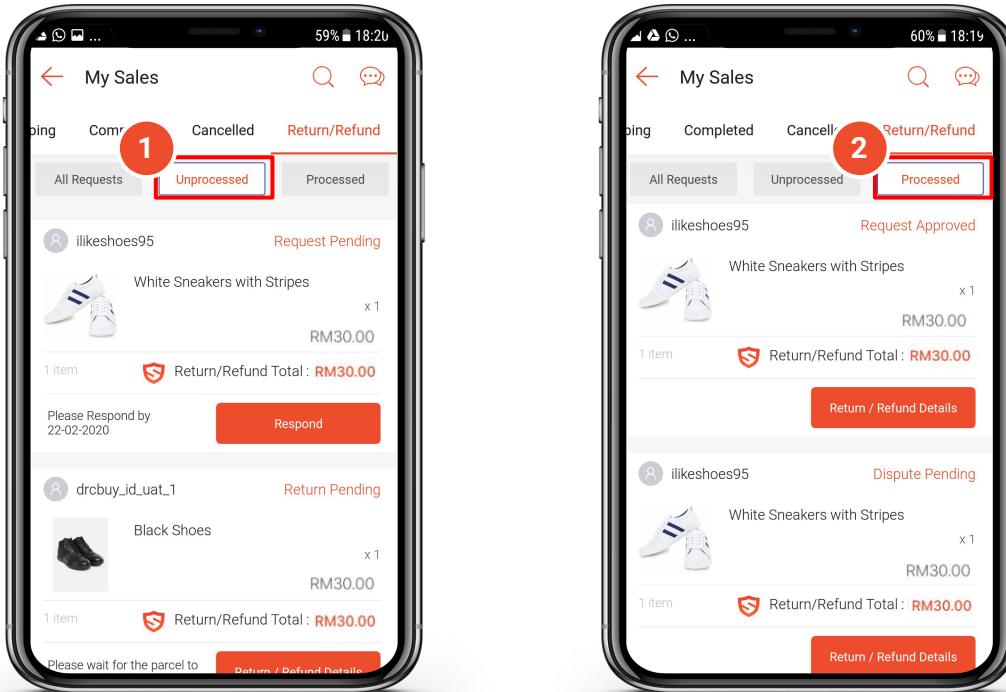
- 1 My Sales - Return/Refund
- 2 My Income



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WHAT ARE THE BEST PRACTICES TO MANAGE RETURNS & REFUNDS?

My Sales - Return/Refund



You can view the status of your Return/Refunds under My Sales:

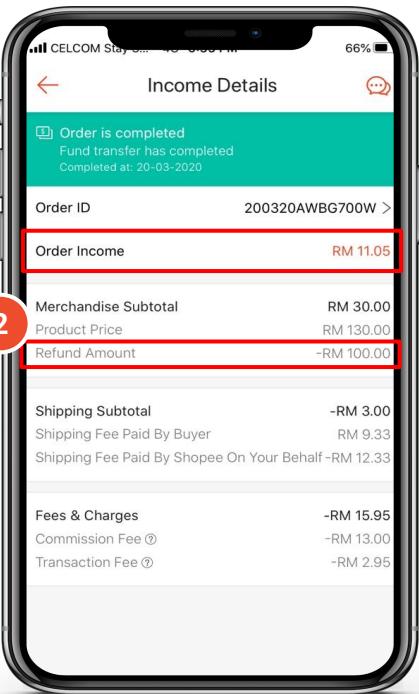
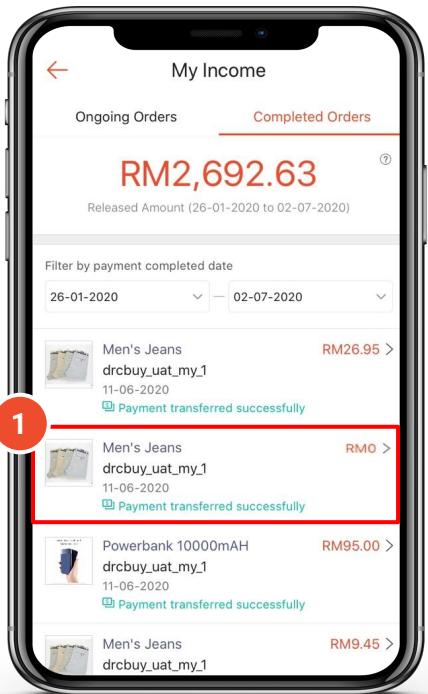
- 1 "Unprocessed" shows all Return/Refund cases that are
 - Ongoing but not disputed
- 2 "Processed" shows all Return/Refund cases that:
 - Have been completed
 - Have ongoing disputes



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WHAT ARE THE BEST PRACTICES TO MANAGE RETURNS & REFUNDS?

My Income



You can view the refunded amount for each order under My Income

- 1 Full refund: "RM 0.00" will be shown for the impacted order
- 2 Partial refund: The refund amount will be shown in the order income details



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WHAT ARE THE BEST PRACTICES TO MANAGE RETURNS & REFUNDS?



Thank you

Learn more about best practices for selling on

Shopee on Seller Education Hub:

<https://seller.shopee.com.my/edu>