ONE ORDER / A CONSIDERED RESOLUTION

Return & Refund Decision Worksheet



Capture the issue, compare the options and keep a clear record. Amounts in USD; use one copy for each order.

01 / ORDER ISSUE SNAPSHOT

ORDER DETAIL	YOUR RECORD
Order date / ID	
Platform	
Order total $	
Item / product	
Customer issue	
Case deadline	

ISSUE TYPE / SELECT ALL THAT APPLY

- ☐ Damaged
- ☐ Missing
- ☐ Late
- ☐ Wrong item
- ☐ Not as described
- ☐ Buyer remorse

EVIDENCE COLLECTED

- ☐ Photos
- ☐ Messages
- ☐ Tracking
- ☐ Order notes

02 / COST BREAKDOWN

COST / INPUT	AMOUNT
Product cost $	
Original shipping paid $	
Packaging cost $	
Original payment / platform fees $	
Non-refundable portion of fees $	
Return label cost $	
Replacement product cost $	
Replacement shipping cost $	
Net resale / recovery value $	
Admin time / minutes	

Record original fees and the portion retained after refunds. Do not add these two lines together. Use net recovery after resale costs, counted once.

A fair resolution starts with a clear record.

Planning aid, not legal, tax or accounting advice. Follow applicable law, platform rules and payment terms. Verify the case deadline and fee treatment for the specific order.

03–04 / RESOLUTION OPTIONS & CHECKS

Compare your options

First check what the case requires. A shop’s “no returns” policy does not by itself settle whether a refund is owed.

OPTION	EXTRA COST $	CUSTOMER EXPERIENCE	PLATFORM RISK	INVENTORY / RECOVERY	NOTES
Full refund					
Partial refund					
Refund after return					
Refund without return					
Replacement					
Store credit / coupon					
No refund / if permitted					

Extra cost: refund + return/replacement costs + new fees + valued admin time − fee credits − net recovery. Compare only permitted options; do not add already-incurred costs again. Record any assumptions about credit redemption.

04 / DECISION CHECKLIST

- ☐ Checked policy, law and deadline
- ☐ Calculated costs consistently
- ☐ Considered return shipping
- ☐ Recorded the final decision
- ☐ Reviewed messages and photos
- ☐ Compared replacement and refund
- ☐ Considered net item recovery
- ☐ Saved the customer message

05 / COMMUNICATE & KEEP THE RECORD

Customer message draft



Acknowledge the issue. Explain the resolution, next steps and timeline. Use verified facts and a calm, professional tone.

DRAFT / KEEP THE CURRENT PLATFORM RULES IN MIND

FINAL RESOLUTION / AMOUNT / RETURN TERMS / ACTION DATE

NEXT ACTION / OWNER

DEADLINE / FOLLOW-UP DATE

MESSAGE SENT / DATE & CHANNEL

SAVED RECORD / CASE REFERENCE

OFFICIAL POLICY EXAMPLES / VERIFY YOUR OWN CASE

eBay / return requests

Stripe / refund fee treatment

06 / MONTH & YEAR: _____

Monthly refund tracker

Use actual settled figures. Final loss = max(0, total order costs − retained seller revenue − net recovery). Retained revenue = order proceeds before fees − refund, excluding pass-through tax. Include original product, shipping, packaging, retained fees and resolution costs once.

DATE	PLATFORM	ORDER $	REFUND $	RETURN SHIP $	REPLACE COST $	RECOV. $	FINAL LOSS $	REASON	PREVENTION IDEA

Replacement cost includes product and shipping. Add valued admin time or other resolution costs consistently; retain supporting calculations with the case. A zero loss can still mean lost profit.