

Return & Refund Decision Worksheet

A simple seller worksheet for refunds, replacements, return labels, and lost profit. Work through one order issue at a time: capture what happened, add up the real cost, compare your options, then decide and record it. All amounts in USD.

Section 1 — Order Issue Snapshot

Order date	
Platform	
Order total (\$)	
Item / product	
Customer issue / reason	
Issue type	Damaged Missing Late Wrong item Not as described Buyer remorse
Platform / case deadline	
Evidence collected	Photos Messages Tracking Order notes

Section 2 — Cost Breakdown

Product cost (\$)	
Original shipping you paid (\$)	
Packaging cost (\$)	
Payment / platform fees (\$)	
Non-refundable fees (\$)	
Return label cost (\$)	
Replacement product cost (\$)	
Replacement shipping cost (\$)	
Resale / recovery value (\$)	
Admin time spent (minutes)	

Tip: the refund amount is rarely the real cost. Shipping both ways, packaging, and fees you don't get back usually add more than the refund itself.

Section 3 — Resolution Options

Fill in what each option would really cost you, then note the trade-offs.

Option	Est. seller cost (\$)	Customer experience	Platform risk	Inventory / recovery	Notes
Full refund					
Partial refund					
Refund after return					
Refund without return					
Replacement					
Store credit / coupon					
No refund (per policy)					

Section 4 — Decision Checklist

☐	I checked the platform policy.
☐	I reviewed order messages and photos.
☐	I calculated the true cost.
☐	I considered replacement vs refund.
☐	I considered return shipping cost.
☐	I considered item recovery / resale value.
☐	I documented the final decision.
☐	I saved the customer message.

Section 5 — Customer Message Draft

Prompts: acknowledge the issue · explain the resolution · mention the timeline · keep the tone calm and professional · avoid admitting fault if you're unsure · keep platform policy in mind.

Section 6 — Monthly Refund Tracker

Date	Platform	Order total	Refund	Return ship	Replace cost	Resale value	Final loss	Reason	Prevention idea

This worksheet is a planning aid only. It is not legal, tax, financial, or platform-policy advice. Always follow the rules of your selling platform and payment processor. Free from SimpleLifeCalc — simplelifecalc.com