

SOP Template: Reporting and Record-Keeping for Returns and Refunds

This SOP details the processes for **reporting and record-keeping for returns and refunds**, including accurate documentation of return requests, verification of refund eligibility, processing timelines, and maintaining comprehensive records for auditing and customer service purposes. The goal is to ensure transparency, accountability, and efficiency in handling returns and refunds to enhance customer satisfaction and comply with organizational policies.

1. Purpose

To establish standardized procedures for the documentation, reporting, and record-keeping of all product returns and refunds.

2. Scope

This SOP applies to all employees involved in processing returns and refunds, including customer service, warehouse, and finance personnel.

3. Responsibilities

- **Customer Service:** Receives and logs return requests, communicates with customers, and initiates refund process.
- **Returns Team/Warehouse:** Verifies returned products and updates records.
- **Finance/Accounts:** Processes refunds and maintains financial records.
- **Compliance/Audit:** Reviews records for accuracy and compliance.

4. Procedure

1. **Receiving Return Request**
 - All return requests must be documented in the Return Request Log (physical or digital).
 - Record customer details, product information, purchase date, and reason for return.
2. **Verification of Eligibility**
 - Check product condition, proof of purchase, and compliance with return policy.
 - Mark eligibility status in the Return Request Log.
3. **Return Processing**
 - If eligible, process the return and update inventory records.
 - Generate a Return Authorization Number (RAN) for tracking.
4. **Refund Approval and Processing**
 - Submit verified request to Finance for refund.
 - Process refund within [XX] business days of approval.
 - Communicate refund completion to customer.
5. **Record-Keeping**
 - Maintain comprehensive records of each return and refund transaction, including supporting documents (e.g., receipts, correspondence).
 - Store records securely for a minimum of [X] years or as required by policy.
6. **Reporting and Auditing**
 - Compile monthly reports of returns and refunds for management review.
 - Provide records for internal/external audits as needed.

5. Documentation Required

Document Name	Description	Retention Period
Return Request Log	Record of all return requests received, including status and resolution	X years
Return Authorization	Document issued for approved product returns	X years

Document Name	Description	Retention Period
Refund Transaction Records	Proof of payment/refund processing	X years
Correspondence	Email or written communications with customer regarding the return/refund	X years

6. Compliance & Review

- All processes must comply with company policies and relevant legal or regulatory requirements.
- Review and update this SOP annually or as required.

7. References

- Company Return and Refund Policy
- Financial Record Retention Policy
- Relevant regulatory or industry standards