

# Processing Refunds, Returns, and Cancellation on TikTok

Department: CS

Date: Oct 21 2024

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## Purpose/Goal

Promptly handling refund requests, returns, and cancellations is crucial for maintaining customer satisfaction, complying with legal requirements, protecting a business's reputation, managing inventory effectively, and optimizing financial performance.

## Resources Needed

- TikTok Seller Center
- [Person] - Designer?

## Knowledge Base

- [Video link] - where can they go to learn more? YouTube? Video from Amazon Course?
- Best to attach videos on here

## Attach Loom Video of SOP Being Done

- [Video]

## Overview of Steps

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**Step 1** - Go to Manage Orders and Select Cancellation / Refunds / Returns Request

**Step 2** - For refund, return, or cancellation requests, you'll find the reason provided by the buyer and an option to contact them directly. Once you approve the request, reach out to the buyer to confirm that the refund has been processed. Tailor your response based on their specific reason for the request.

Step 1 - Go to Manage Orders and Select Cancellation / Refunds / Returns Request

Manage Orders

Customer Information Data Desensitization Learn More

Search order ID/product ID/product name, i

Shipping labels

Upload

Action needed

Ship within 24 hours or less

Auto-canceling within 24 hours or less

Shipping overdue

Cancellation requested

Logistics issue

Return/refund requested

3

0

4

2

0

1

All

To ship98

Shipped1,281

Completed

Pending

Canceled

Filter (1)

Order Status: Awaiting Shipment (75)

Found 75 orders

Sort by

Export

Order

Customer

Items

Order status

Shipping method

Delivery option

576748149696860973

Sunday 11:00:31 AM

evan21020

1 item

Awaiting Shipment

This order wasn't shipped within the...

Seller shipping

Standard Shipping

Delivery deadline: C 2024

576748350383820835

Sunday 3:08:31 PM

fabiolamend...

1 item

Awaiting Shipment

This order wasn't shipped within the...

Seller shipping

Standard Shipping

Delivery deadline: C 2024

Manage Returns/Refunds

Coming soon: Replacement function Learn more

Search using return order ID, order ID, or return

Return settings

Chargebacks

Attention required

Respond within 24 hours

Awaiting return request approval

Awaiting return parcel receipt

Awaiting refund-only approval

Pending replacement approval

Platform auto-approved request in the last 7 days

0

0

0

1

0

0

All

Awaiting action1

Completed

Disputed

Filter

Sort by

Export

Order ID : 576749899512909926

Refund only

cortezd24

Start chat

10/18/2024 12:12:14 PM

Defective item

Me causó vomito y dolor de cabeza y tiene un mal sabor!!

Show more

Creatine Monohydrate for Women w... x1

Unflavored

Seller SKU: CBG-MN-S1-24O-SB

Total amount paid: \$33.08

Total refund: \$33.08

Awaiting issue refund

Order Status: Delivered

Return Status: Refund requested

Issue refund

Reject

View refund records

More actions

**Step 2** - For refund, return, or cancellation requests, you'll find the reason provided by the buyer and an option to contact them directly. Once you approve the request, reach out to the buyer to confirm that the refund has been processed. Tailor your response based on their specific reason for the request.

### Manage Returns/Refunds

Coming soon: Replacement function [Learn more](#)

[Q](#)

[Return settings](#)

[Chargebacks](#)

📅 Attention required

Respond within 24 hours	Awaiting return request approval	Awaiting return parcel receipt	Awaiting refund-only approval	Pending replacement approval	Platform auto-approved request in the last 7 days
0	0	0	1	0	0

All **Awaiting action<sup>1</sup>** Completed Disputed

Filter

Sort by

Export


Order ID: 576749899512909926 [Refund only](#)

cortezd24 [Start chat](#) 10/18/2024 12:12:14 PM

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## Quality Control

- Explain how to check if the process is performed correctly and meets quality standards. This can include verification steps, checkpoints, or measurements.

# Revision History

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Date	Version	Description	Approved
10.21.24	1.0.0	Initial document created	P.R.