Processing Refunds, Returns, and Cancellation on TikTok

Department: CS

Date: Oct 21 2024

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

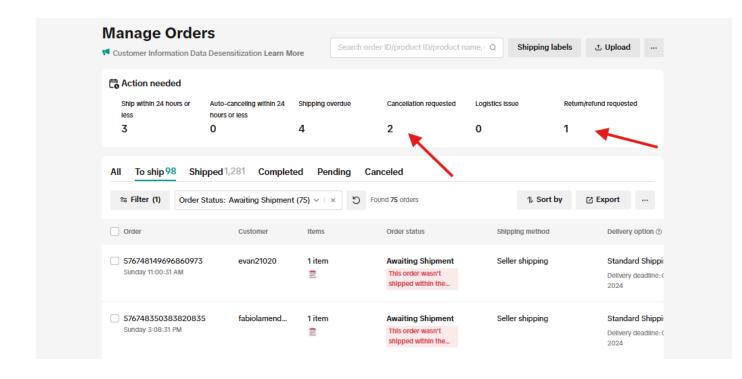
• [Video]

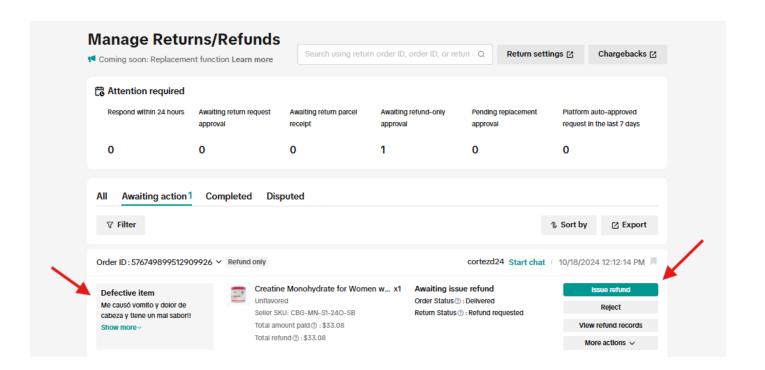
Overview of Steps

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

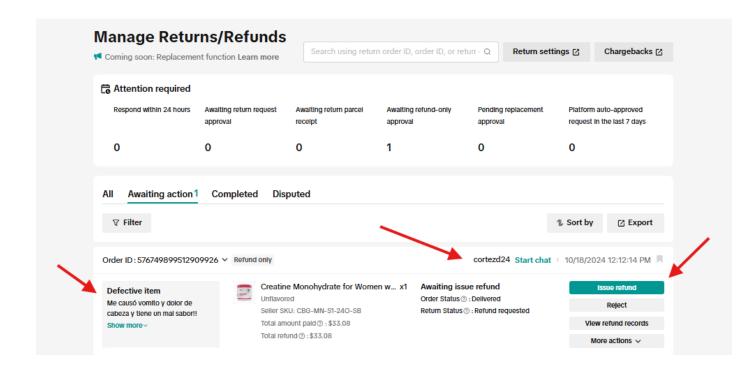
Step 2 - For refund, return, or cancellation requests, you'll find the reason provided by the buyer and an option to contact them directly. Once you approve the request, reach out to the buyer to confirm that the refund has been processed. Tailor your response based on their specific reason for the request.

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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

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