



# RETURNS & REFUNDS GUIDE

## SELLER EDUCATION HUB

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# **OVERVIEW OF RETURN/REFUND MANAGEMENT PROCESS**

# What is Shopee Guarantee?



- 1** The buyer makes a purchase on Shopee
- 2** Shopee will hold the funds
- 3** If the buyer confirms they have **received the product** or the **Shopee Guarantee period expires**, Shopee will transfer the **funds to the seller**.
- 4** If the buyer submits a **Return/ Refund request** before the Shopee Guarantee period expires, and the **request is accepted**, funds are **returned to the buyer**.



# When can buyers request for a Return / Refund?



**Did not  
receive product**



**Received  
wrong product**  
(e.g. size, color,  
different product)



**Received damaged  
or faulty product**

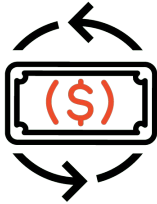


**Received  
incomplete product**  
(e.g. missing parts,  
wrong quantity)



# How can sellers manage a Return/ Refund request?

Sellers have **3 days** to:



## Accept Refund request:

Provides a **more positive customer experience**; Seller will not receive item back from buyer.



## Accept Return & Refund request:

Seller **receives item back** from buyer; Return Shipping Fee charges may be incurred.



## Raise a dispute:

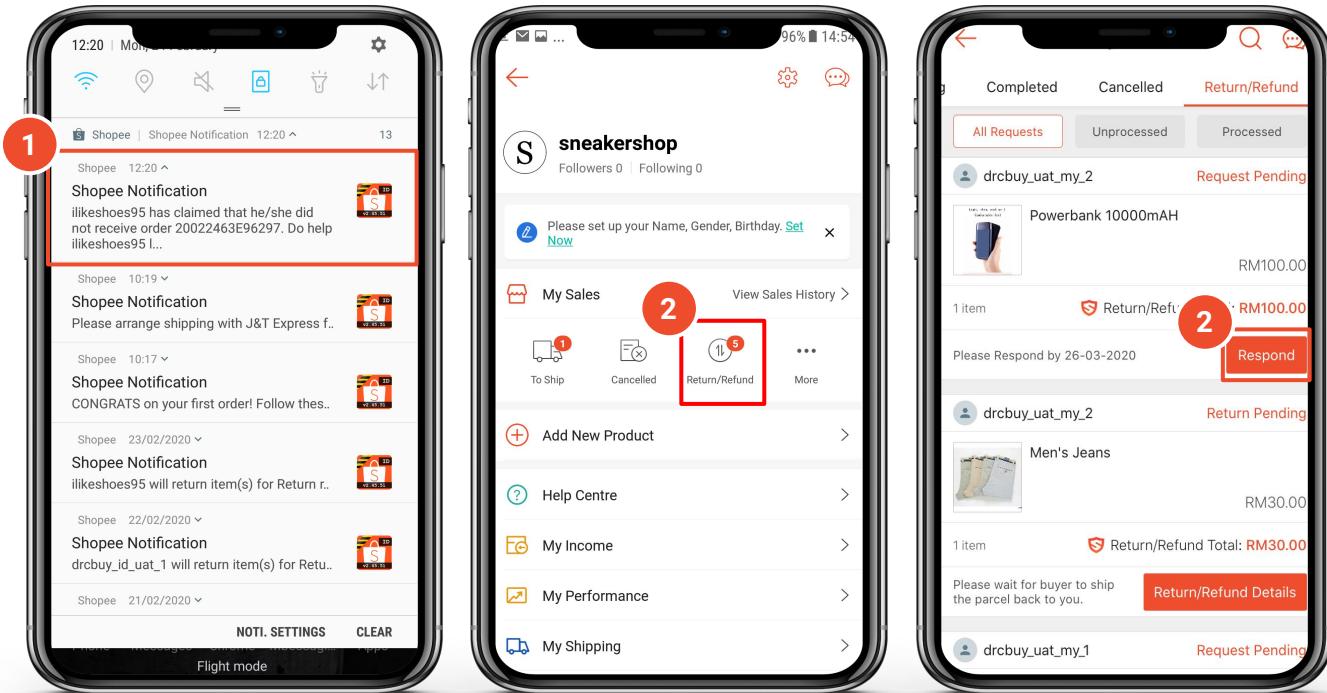
**Discuss Return/Refund request with buyer**; Seek assistance from Shopee if no mutual agreement.

*Note: This is not possible if the buyer did not receive the product.*



**HOW DO I PROCESS REFUNDS?**

# Seller receives a Refund request



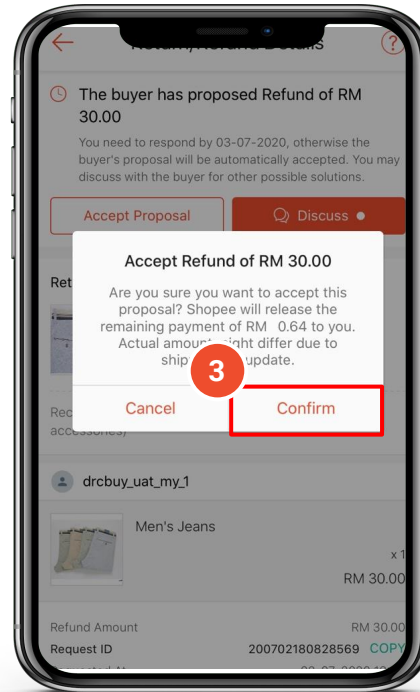
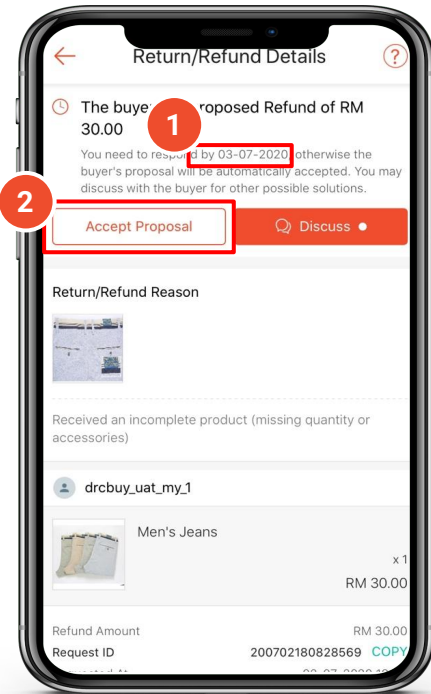
When a buyer raises a Refund request, you can view the request through:

- 1 Push Notification
- 2 My Sales





# Seller accepts Refund request



If you wish to accept the buyer's Refund request:

- 1 You will be shown the time you have to respond before the request is automatically accepted
- 2 If you want to accept the buyer's Refund request: Press "Accept Proposal" button
- 3 Press "Confirm" to Refund the buyer

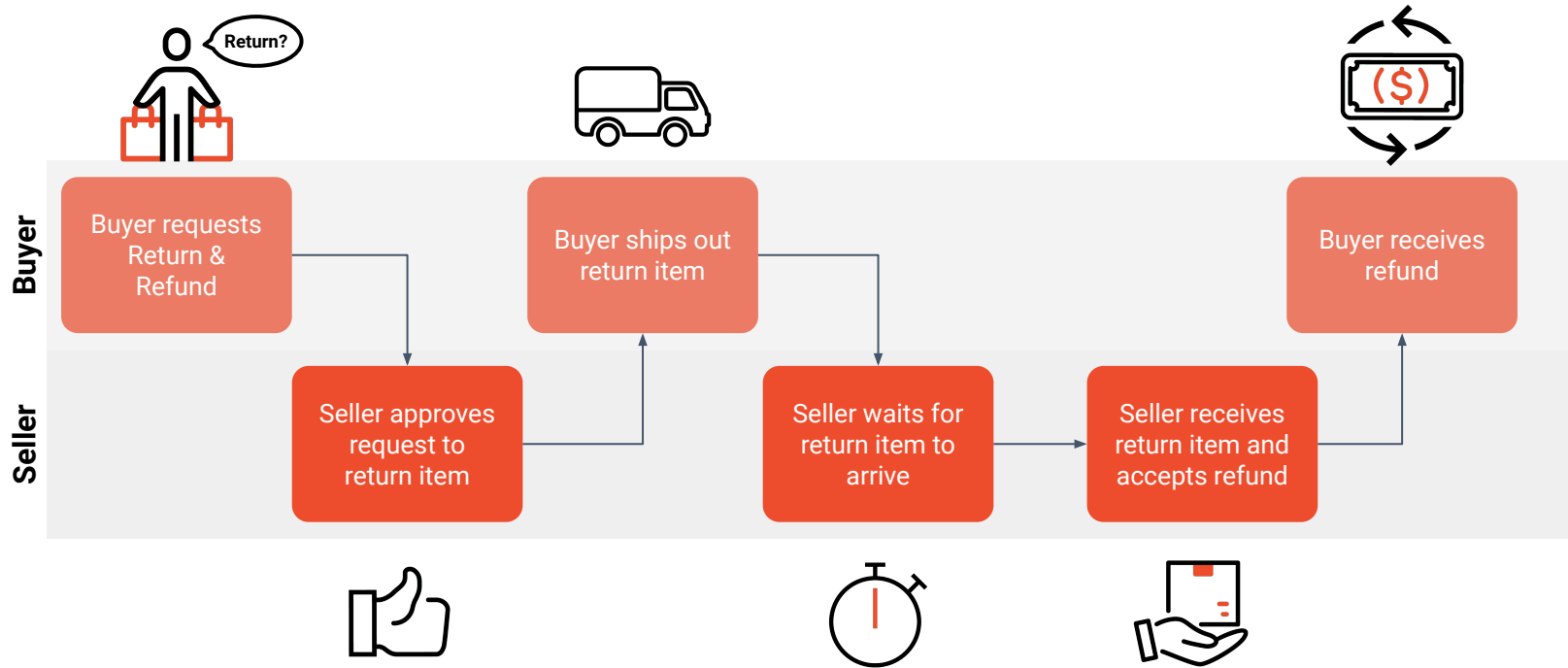


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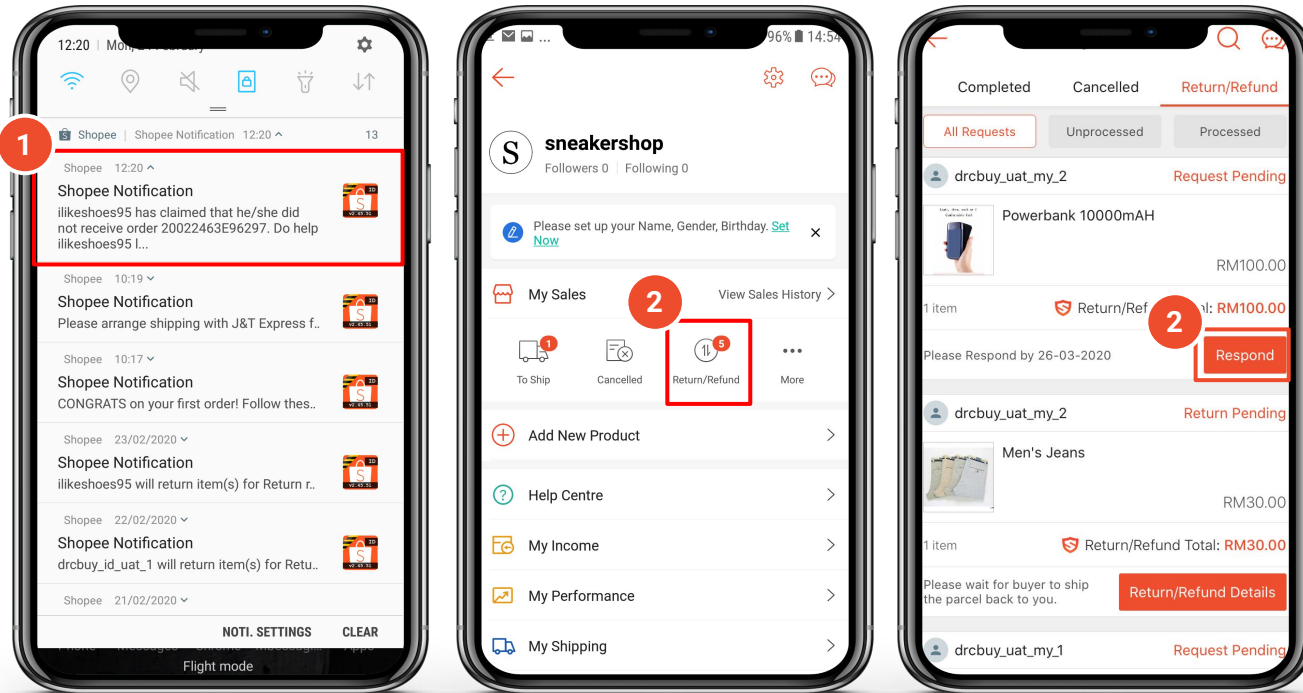
HOW DO I PROCESS A REFUND?

# **HOW DO I PROCESS RETURNS & REFUNDS?**

# Overview of Return & Refund Process



# Buyer raises a Return & Refund request



When a buyer raises a Return & Refund request, you can view the request through:

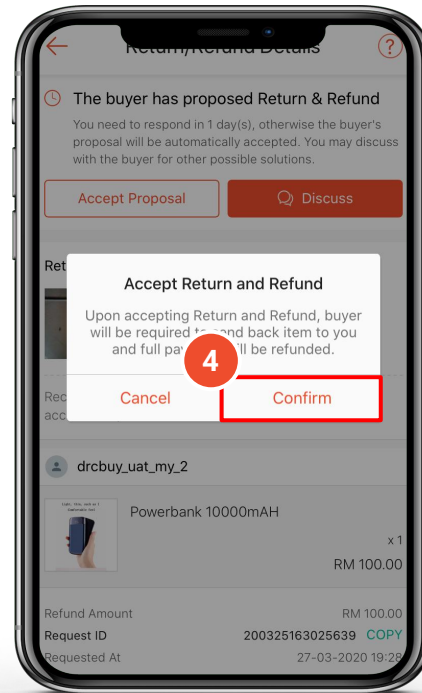
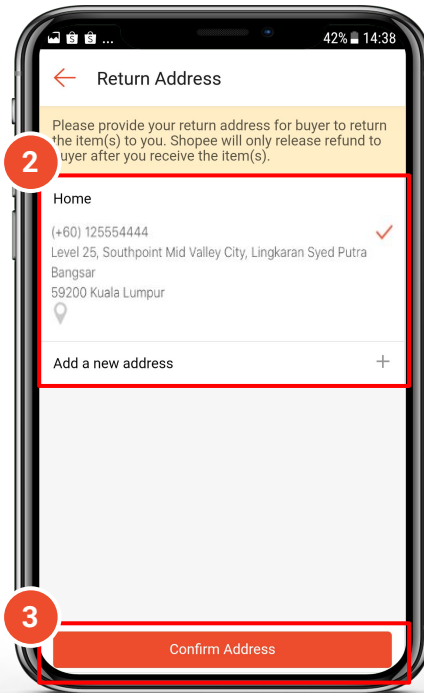
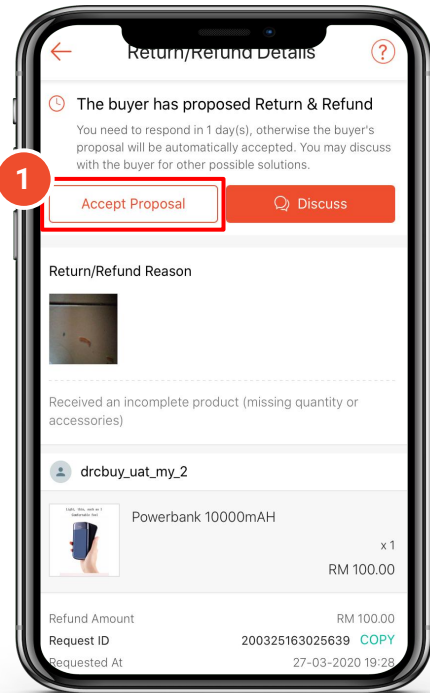
- 1 Push Notification
- 2 My Sales



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HOW DO I PROCESS A RETURN & REFUND?

# Seller approves Return & Refund request

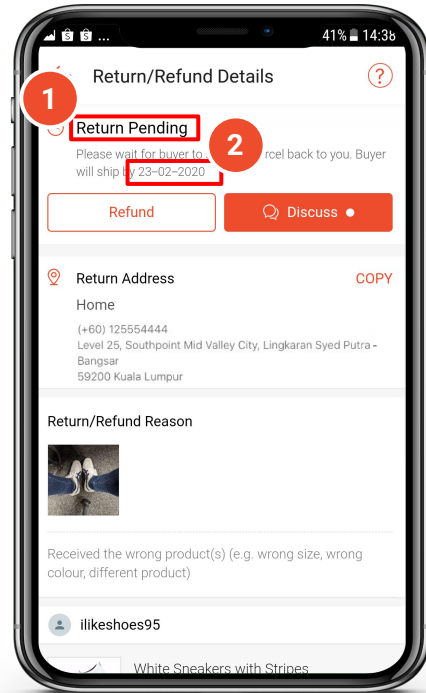


If you wish to accept the buyer's Return & Refund request:

- 1 Press "Accept Proposal"
- 2 You will need to **select or add a return address** for the buyer to ship the return to
- 3 Click "Confirm Address"
- 4 In the pop-up window, press "Confirm"



# Seller waits for buyer to ship out return item



If you wish to accept the buyer's Return & Refund request:

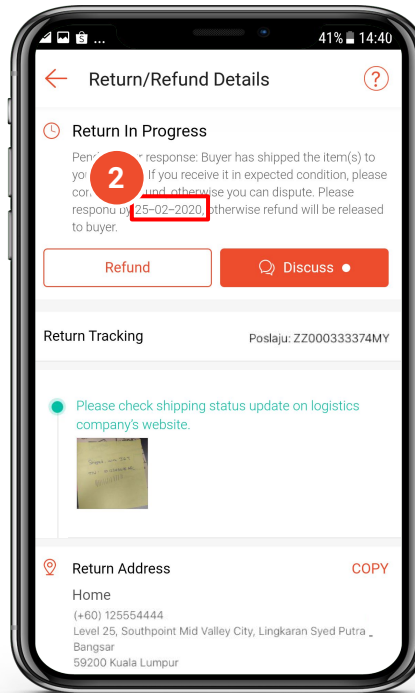
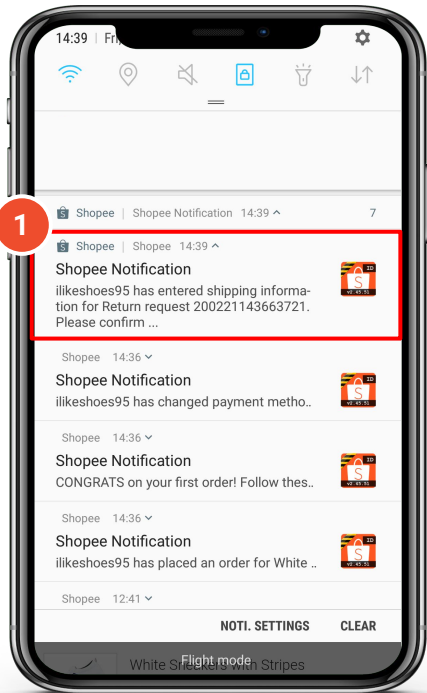
- 1** The Return/ Refund request will be updated to “Return Pending”
- 2** The buyer must **ship out the parcel by this date**. If not, the Return/ Refund request will be **cancelled**



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HOW DO I PROCESS A RETURN & REFUND?

# Seller waits for return item to arrive

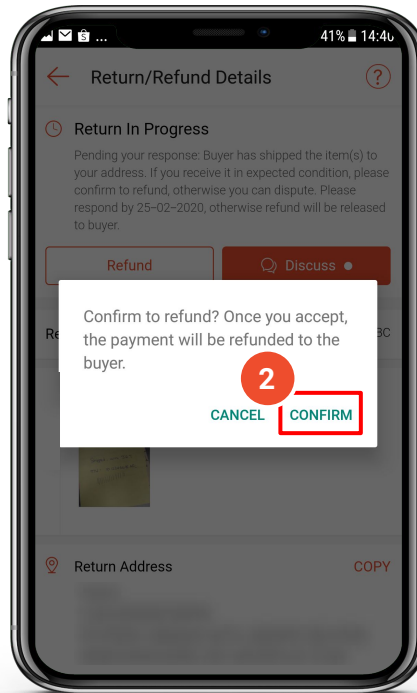
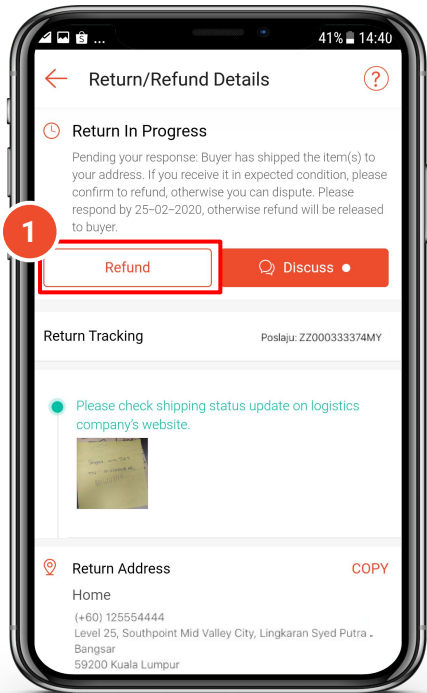


Once the buyer has shipped out the return item:

- 1 You will receive a **notification** when the buyer enters the return shipping information
- 2 You will need to **respond to the request before this date**. Otherwise, the **buyer will be refunded**



# Seller receives returned item & approves request



If you have received the parcel in the expected condition:

- 1 Press **“Refund”**
- 2 Press **“Confirm”** in the pop-up window to **refund the payment to the buyer**



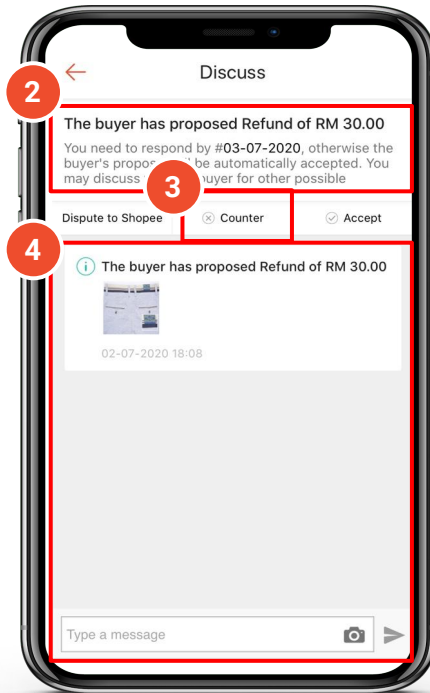
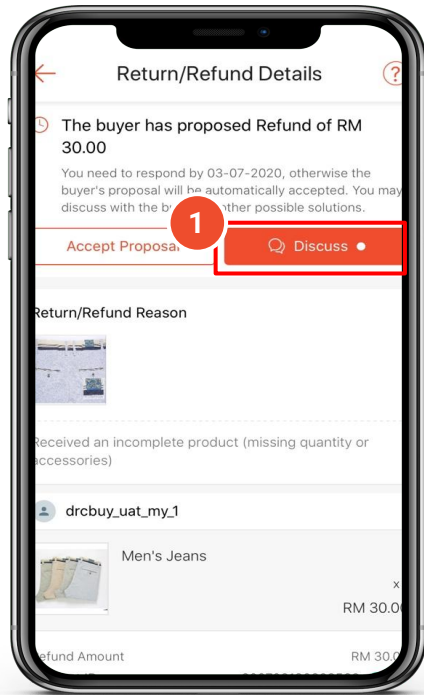
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HOW DO I PROCESS A RETURN & REFUND?



**WHAT IF I DISAGREE WITH THE  
BUYER?**

# Seller discusses Return/ Refund request with buyer



If you wish to discuss with the buyer on his/her refund proposal:

- 1 Press “Discuss” to start the discussion
- 2 You will need to **respond to the buyer’s proposal before the specified number of days**. Otherwise, the buyer’s proposal will be accepted.
- 3 You may **counter-propose** a different refund amount to the buyer
- 4 You may **discuss with the buyer** and **upload images** in the in-app chat window



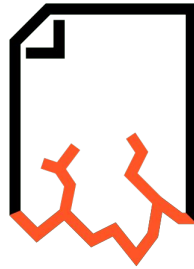
# When can the seller raise a dispute?

You can raise a dispute to Shopee after you have discussed with the buyer, and:



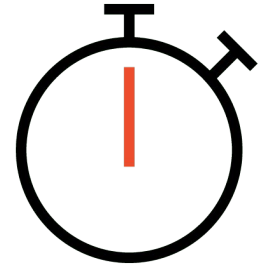
You **cannot come to an agreement** with the buyer

OR



You received the return in an **unacceptable condition**  
(e.g. wrong item)

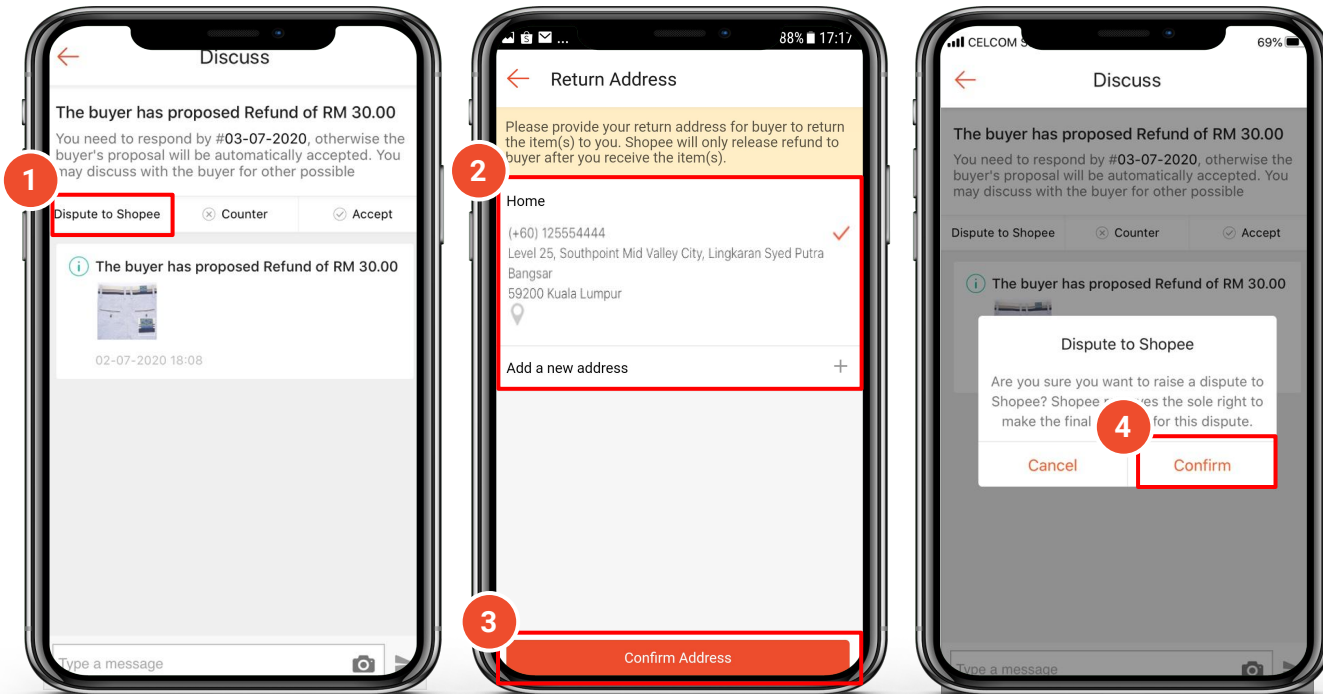
OR



The return item **did not arrive on time**



# Seller disputes to Shopee

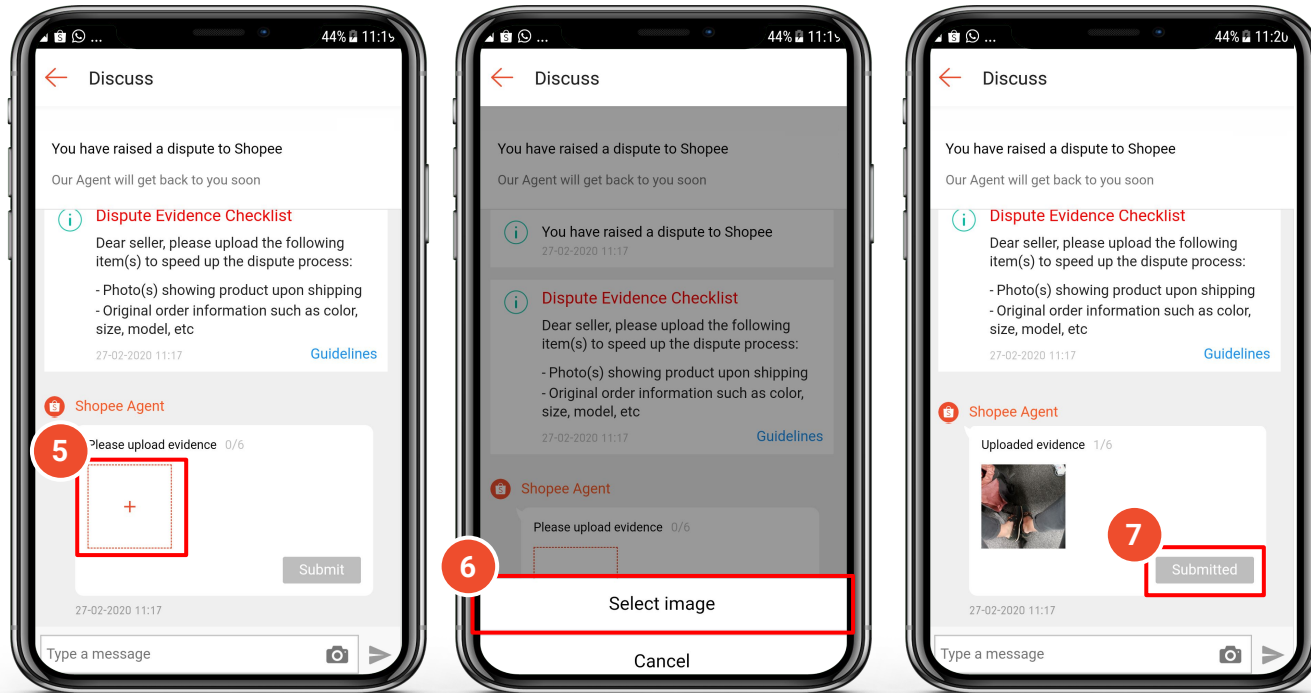


If you are unable to come to a compromise with the buyer, you can dispute the Return request to Shopee:

- 1 Press "Dispute to Shopee"
- 2 You will need to select or add a return address for the buyer to ship the return to
- 3 Click "Confirm Address"
- 4 In the pop-up window, press "Confirm"



# Seller disputes to Shopee



You will need to upload your evidence to support your dispute:

- 5 Press the “ + ” box
- 6 Press “Select image” to upload an image
- 7 Press “Submit” to upload evidence

**Note:** You will have **2 working days** to provide the relevant evidence.



# Shopee shares dispute result

There are 3 potential results after the agent's investigation:

1

## Refund accepted

The buyer is refunded in full or in part (without return)

2

## Buyer returns item

The buyer need to return item back to seller

3

## Request closed

Buyer's Return/ Refund request is rejected and seller receives payment



# **WHAT ARE THE BEST PRACTICES TO MANAGE RETURNS & REFUNDS?**

# Best practices for sellers

## Before shipping out an order

- ✓ Make use of **Shopee Supported Logistics** or ensure your courier has a **tracking number**. This lets you know when your order has reached the buyer.
- ✓ Where possible, keep **photos/video footage** of when items are packed and shipped.
- ✓ **Ship items with sufficient protection** (e.g. padding/bubble wrap).

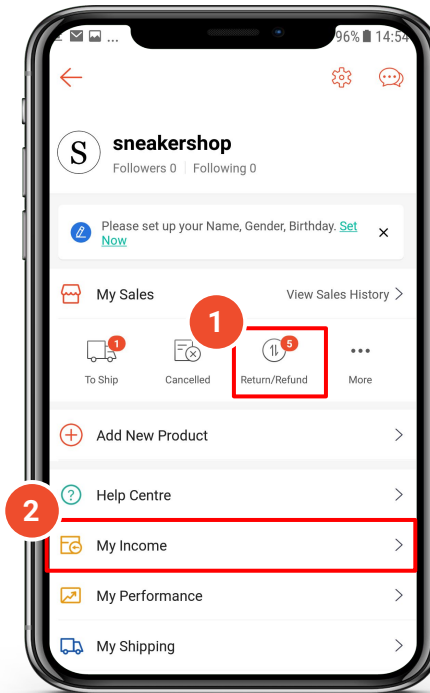
## After a Return/ Refund request is raised

- ✓ **Respond** to Return/ Refund requests **promptly**.
- ✓ **Discuss with the buyer** before submitting a dispute.
- ✓ **Upload evidence promptly** once a dispute is submitted.





# Seller can keep track of Refunds in the app

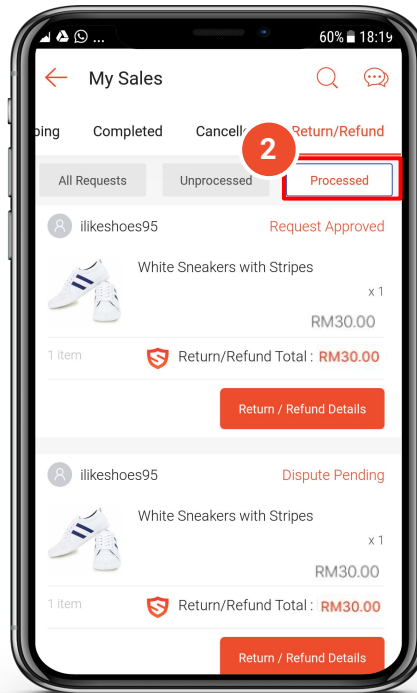
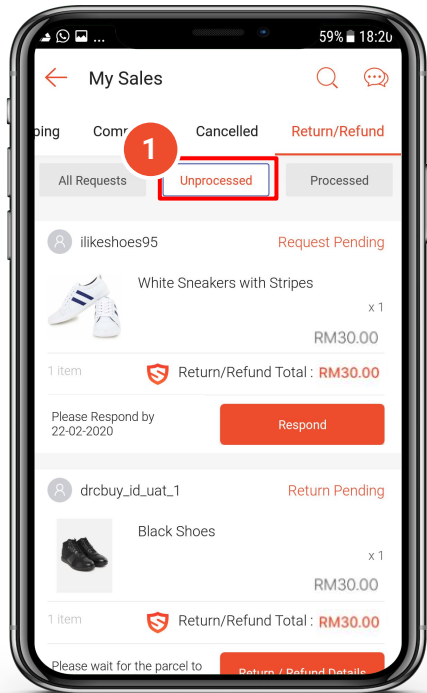


You can view Return/Refund details in:

- 1 My Sales - Return/Refund
- 2 My Income



# My Sales - Return/Refund



You can view the status of your Return/Refunds under My Sales:

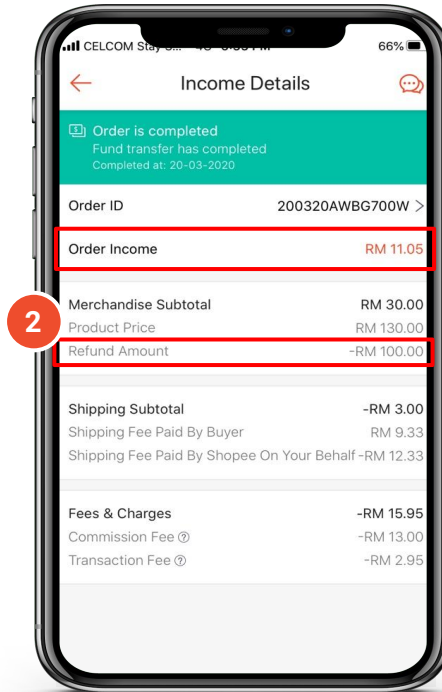
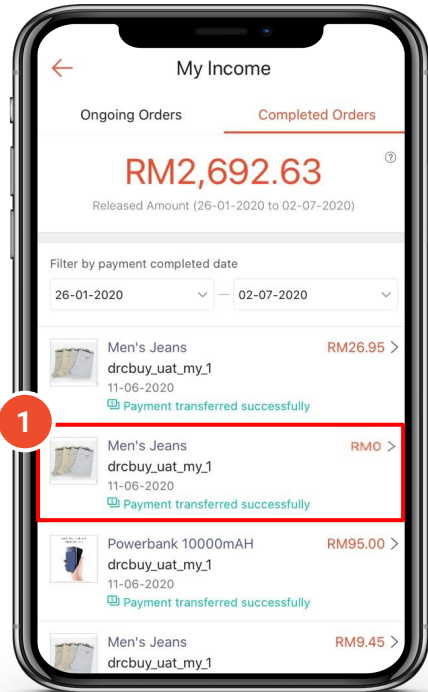
- 1 “Unprocessed” shows all Return/Refund cases that are
  - Ongoing but not disputed
- 2 “Processed” shows all Return/Refund cases that:
  - Have been **completed**
  - Have **ongoing disputes**



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WHAT ARE THE BEST PRACTICES TO MANAGE RETURNS & REFUNDS?

# My Income



You can view the refunded amount for each order under My Income

- 1 **Full refund:** "RM 0.00" will be shown for the impacted order
- 2 **Partial refund:** The refund amount will be shown in the order income details





# Thank you

Learn more about best practices for selling on  
Shopee on Seller Education Hub:

<https://seller.shopee.com.my/edu>