

Customer Refund Processing

Standard operating procedure for a retail or e-commerce customer-service team processing returns and refunds at the counter or over the phone.

SOP ID	VERSION	EFFECTIVE DATE	OWNER
SOP-CS-009	1.6	March 20, 2026	Customer Service Manager

Purpose & Scope

This procedure covers in-store and online refund requests on standard merchandise for all customer-service reps. It exists so that every refund is verified against the return policy and issued to the correct tender.

Responsibilities

ROLE	RESPONSIBILITY
Customer Service Rep	Processes the refund
Shift Supervisor	Authorizes any exception
Store Manager	Approves refunds above the threshold

Procedure

- ☐ Confirm the purchase is within the 30-day return window measured from the receipt date.
- ☐ Require the original receipt or order number — no refund without proof of purchase.

☐ Inspect the item and confirm it is unused and in original packaging.

☐ Look up the order and match the payment method on file.

☐ Refund to the original payment method only — card to card, cash to cash — never a different tender.

☐ Apply a 15% restocking fee on opened electronics and waive it on unopened goods.

☐ Escalate any refund over \$250 to the Store Manager for written approval before processing.

CAUTION — TENDER STEP

Never issue cash for a card purchase, and never process an over-threshold refund without the written manager approval.

☐ Issue the refund and log the reason code.

☐ Email the customer the refund confirmation.

RECORDS

Refund log retained 24 months.