

RMA Returns System for osC2.3.4BS v1.0

Suitable for osCommerce 2.34 Bootstrap Edge version

Full product returns system for osCommerce.

Features

- No core file changes needed, just upload to your store.
- One click install.
- Create returns from admin, or allow customers to create their own, or both.
- You choose which order statuses orders must be at for customers to return items.
- You choose how many days after ordering customers can return items from an order.
- Includes issuing of discount coupons direct from the returns admin page*.
- Includes Paypal refunds direct from the returns admin page**. Partial refunds OK.
- If you require serial numbers to be entered this can be turned on in admin. You can also make serial numbers optional or compulsory.
- Return items to inventory if you desire, just tick a box on the returns admin page.
- Set a default restocking fee, and inform the customer when they fill in the return request.
- Terms and conditions can be shown to customers before they fill in a return request, if so they must agree to continue. They can also have the terms and conditions emailed to their email address.
- One click comments when updating orders.
- Unlimited number of return reasons.
- Unlimited number of refund methods.
- Only logged in customers can create a return request.
- Works with PHP 7.1 and Edge
- Search for RMAs in admin by RMA Number, customer name, or order id
- Will not create duplicate RMA request numbers.

Installation

Step One – BACK UP YOUR DATABASE AND ALL YOUR FILES JUST IN CASE

That way if you make a mistake you can restore everything back to what it was.

Then:

Upload contents of package to folders (will not overwrite any core files)

Go to menu Admin -> Customer Returns and click Start. This will install the necessary database tables and configuration entries. Will not overwrite anything.

On the Configuration page change any options, add your own Terms and Conditions in the box, then click Save.

Optional: Add My Returns to customer account drop down menu in header

Rename *includes/languages/english/modules/navbar_modules/nb_account.php* to *nb_account.php.old*, then rename *nb_account.txt* to *nb_account.php*

then

Rename *includes/modules/navbar_modules/templates/account.php* to *account.php.old*, then rename *account.txt* to *account.php*

How it works

When customers view an order at *account_history_info.php* there will be a new button in the top right corner which says Request a Return (if order is both the correct status and within the time limit you have set).

If there is only one item on their order they will be taken direct to the return request page. If they have more than one item, they are first taken to a product selection page where they choose which product they wish to return.

If they have only purchased one of that item, they can only return one, but if they have ordered more than one they can choose how many they wish to return.

System has been designed so that it is not possible for customers to return more of an item than they have purchased on a particular order.

The customer chooses the return reason and their preferred refund method. You can also set up defaults for these through your admin.

The customer can add any comments if they desire.

The customer clicks submit, if there is an error they will be notified when the form reloads, otherwise they are returned a success page.

An email is sent to the customer confirming the request, and an email is sent to the shop admin informing them a return request has been made.

The customer can then track their returns on the return tracking page.

In admin, you can change statuses, change return reasons, refund through Paypal or issue a credit voucher for returns.

New refund methods can be added using hooks.

On the admin orders page you will see a new tab 'Returns'.

Click on the tab to see any returns that exist for that order. There is also a button, just click to create a new return for that order.

* requires compatible discount coupon system to be installed – all CCGV versions should be OK

One that I use which works with minor modifications:

<https://apps.oscommerce.com/IbUF3&credit-class-gift-vouchers-discount-c>

Discount coupons addon designed to be used with 2.3.4.BS:

<https://apps.oscommerce.com/iIUE4&discount-codes-bs>

** requires Paypal app