SOP WAREHOUSESOP

FREE PRINTABLE CHECKLIST

RMA Authorization and Customer Return Processing Checklist

Regulation: 29 CFR 1910.176(b)

FACILITY	AREA OR EQUIPMENT ID	DATE	SHIFT
INSPECTED BY (PRINT)		SIGNATURE	

1. Procedure checks

Tick each step as it is done, in this order.

DONE	CHECK	NOTES
☐	Find the order first; no order, no RMA	
☐	Check the window from the delivery date and the item's returnability	
☐	Capture the real reason code, not a generic one	
☐	Issue the RMA with an expiry, the quantity, and the tracking number	
☐	Tell the customer the terms and the timeline at authorization	
☐	Wait for the physical inspection; a delivery scan is not an inspection	
☐	Refund only what was received, in the condition it was received	
☐	Any fraud flag: hold the refund, keep the packaging, escalate today	

2. Compliance checks

Tick each item that is in place. The citation after an item is the paragraph that requires it.

DONE	CHECK	NOTES
☐	Units held for fraud review or pending authorization are stored so they are stable and secure against sliding or collapse **29 CFR 1910.176(b)**	
☐	Hold areas for RMA and fraud review are kept free from accumulated packaging and other tripping, fire, or pest hazards **29 CFR 1910.176(c)**	
☐	Every RMA is issued against a located order, within the applicable return window, with an expiration date, an authorized item and quantity, and a registered tracking number where a label is provided	
☐	The customer is notified at authorization, receipt, inspection exception, and resolution, and every communication is recorded on the RMA	
☐	No credit or refund is issued before the physical inspection result is recorded and matched to the RMA	

☐	Refunds are issued to the original payment method unless a named approver authorized otherwise, and deductions are recorded with a specific reason	
☐	A return carrying any fraud flag is held with its packaging preserved, recorded factually, and routed to the named review owner the same business day	

WARNINGS

Never refund before the unit is inspected

Never refund to a payment method other than the original without approval

A chargeback in process freezes the refund, or the facility pays twice

Never tell a customer they are suspected of fraud; route it instead

SUPERVISOR REVIEW

REVIEWED BY (SUPERVISOR)	SIGNATURE	DATE