

Returns and exchange processing

Automates the entire returns and exchange process from customer request to refund/replacement, reducing manual processing time and improving customer satisfaction through faster resolution.

Download PDF

Get Your Blueprint

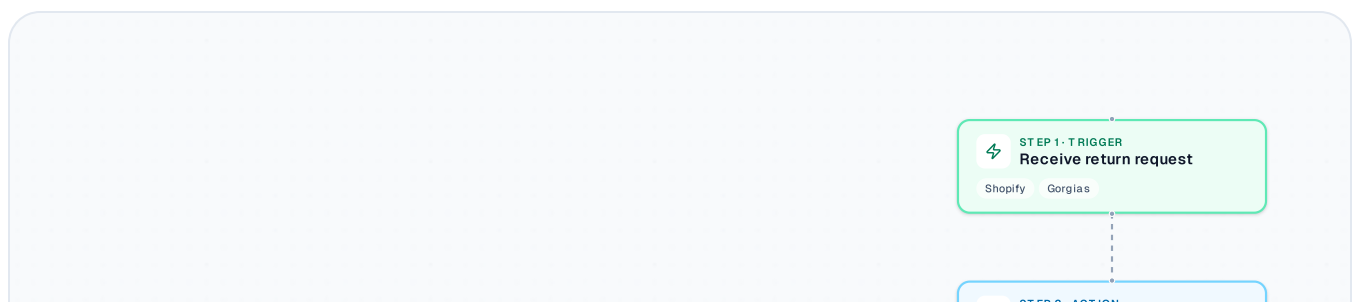


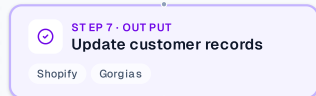
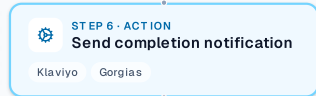
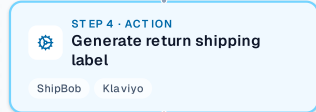
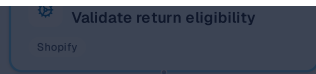
WORKFLOW TRIGGER

Customer submits return or exchange request through online store or customer service portal.

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

Receive return request

Customer initiates return or exchange request with order details and reason. System captures request data and creates case record.

Shopify

Gorgias

2

 ACTION

Validate return eligibility

System checks order date, return policy terms, product condition requirements, and return window to verify request validity.

Shopify

3

 DECISION

Determine return type

Workflow branches based on whether customer wants refund, exchange for same item, or exchange for different item.

Gorgias

4

 ACTION

Generate return shipping label

System creates prepaid return shipping label and sends it to customer via email with return instructions.

ShipBob

Klaviyo

 ACTION

5 Process inventory and payment

AI Business OS

Upon item receipt, system updates inventory levels and processes refund or initiates replacement shipment based on return type.

Shopify

ShipBob

6

 ACTION

Send completion notification

Customer receives automated email confirming return processing with refund details or tracking information for replacement.

Klaviyo

Gorgias

7

 OUTPUT

Update customer records

Final step updates customer profile with return history and closes support case with resolution details.

Shopify

Gorgias



Outputs

- Return authorization number
- Prepaid return shipping label
- Refund processed or replacement shipped



Key Metrics

- Return processing time
- Return approval rate
- Customer satisfaction score



Tools & Integrations

- Shopify
- Gorgias
- ShipBob
- Klaviyo



AI Business OS

Actionable AI implementation strategies for business leaders ready to transform their operations.

COMPANY

[About](#)

[Industries](#)

CONNECT

[MVP.dev](#)

[LinkedIn](#)

RESOURCES

[Articles](#)