

# Magento 2 RMA – New Amasty Extension

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We are happy to present you our new Magento 2 extension – [RMA](#).

**Take full control of the RMA process to maintain customer loyalty. Ensure seamless request submission without duplicates. Maintain ongoing communication. Give admins advanced options to manage requests efficiently.**

# RMA

Useful for:

## ORDER MANAGEMENT

Features:

- Enable RMA for all types of products
- Create unique statuses
- Allow guest RMA requests
- Set up RMA notifications
- Admin users can create and edit RMA requests from the backend
- Mobile friendly

*A product return can be harmless to customer loyalty if you recycle dissatisfaction with proper service. The Magento 2 RMA module will help you mitigate negative feelings of customers with easy request submission, constant awareness of the resolution process, and convenient ways of communication with your staff.*

*Admins will unlock a complete set of tools for managing product returns – from setting new request notifications to tracking issues history.*

## **MAGENTO 2 RMA FEATURES:**

- **Enable guest RMA requests** to make it convenient to submit a ticket without registration;
- Use **localization of the RMA module features** (custom email templates and status labels) to approach every customer in their language;
- Give flexibility of returns. Let customers **claim a refund only for**

- selected products** from an order or bundle;
- **Wrap custom fields in an intuitive request web form** to get maximum information about a product issue in a structured and handy way for customers;
- **Generate printable shipping labels** on demand;
- **Define your RMA policy** and rules (return periods, limits of file attachments, etc.)
- **Extend the range of possible refund types** and resolutions to offer customers more convenient options;
- **Create RMA requests from the backend** to assist certain customers in the resolution of their issues;
- **Prevent duplication of RMA requests** by banning refunds for the same products of an order;
- **Ensure non-stop communication** (automatic confirmation messages, status notifications, admin alerts, emails);
- **Track RMA requests** in the Magento 2 backend and in the returns tab of a customer account.

# RMA Login

Order Information

Allow guest visitors to create RMA requests.

Order ID \*

Billing Last Name \*

Find Order By \*

Email

Email

ZIP Code

Email \*

Continue

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