

**A**masty

For more details see the [RMA](#) extension page.

## RMA for Magento 2

Manage product returns and exchanges effectively with the powerful RMA for Magento 2 module. Make these processes simple and enhance your customer service.

- Use RMA for all types of products
- Set unique statuses
- Enable guest RMA requests
- Activate RMA notifications
- Work with RMA from the backend

## Extension Configuration

To configure the extension please go to **Stores → Configuration → Amasty Extensions → RMA**.

The screenshot shows the Magento 2 Configuration interface for the RMA extension. The page title is "Configuration" and the user is logged in as "admin". The "Store View" is set to "Default Config". A "Save Config" button is visible in the top right corner. The left sidebar shows a navigation menu with categories: GENERAL, CATALOG, CUSTOMERS, SALES, SERVICES, AMASTY EXTENSIONS (expanded), Extensions & Notifications, RMA (selected), and ADVANCED. The main content area is titled "General" and contains the following configuration options:

Option Name	Value
Enable per item RMA [store view]	Yes
Allow Guest RMA [store view]	Yes
Allow to create multiple requests for the same order [store view]	Yes
Minimal time period allowed for RMA after order completion (days) [store view]	0
Maximal time period allowed for RMA after order completion (days) [store view]	0
Print Label [store view]	Yes
Max Attachment Size (Mb) [store view]	9

In the **General** section you can configure the following options:

**Enable per item RMA** — allow customers to create RMA requests for each purchased item;

**Allow Guest RMA** — allow guest visitors to create RMA requests;

**Allow to create multiple requests for the same order** — allow or restrict multiple requests for

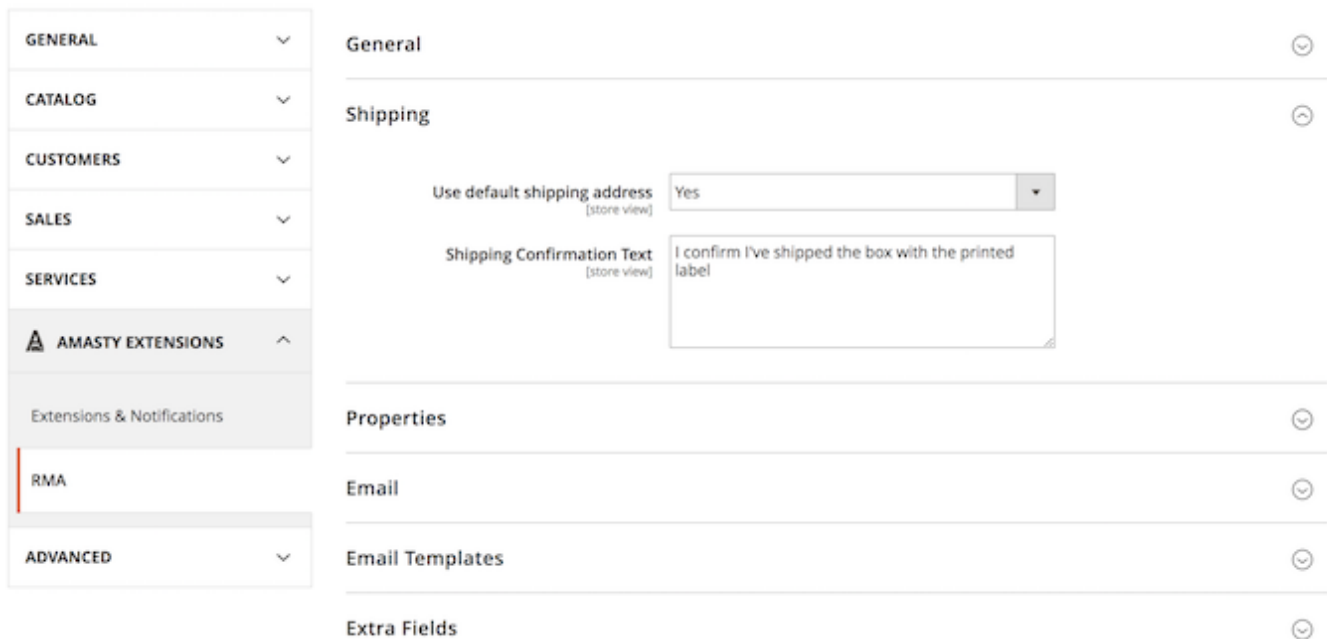
the same order;

**Minimal time period allowed for RMA after order completion (days)** — define the minimal time period allowed for RMA;

**Maximal time period allowed for RMA after order completion (days)** — define the maximal time period allowed for RMA;

**Print Label** — enable printing labels;

**Max Attachment Size (Mb)** — define maximal size for RMA attachments.



Then, expand the **Shipping** section:

**Use default shipping address** — set **Yes** to use the default shipping address or set **No** to fill in the other address in the **Shipping Address** field;

**Shipping Confirmation Text** — specify shipping address and the confirmation text.

## Properties Settings

Next, please expand the **Properties** section.

## Properties



### Reasons [store view]

Value	Action
<input type="text" value="Not as expected"/>	
<input type="text" value="Broken"/>	
<input type="text" value="Wrong item delivered"/>	
<input type="text" value="Wrong description online"/>	
<input type="text" value="Not functioning"/>	
<input type="button" value="Add"/>	

### Conditions [store view]

Value	Action
<input type="text" value="Damaged"/>	
<input type="text" value="Open"/>	
<input type="text" value="Out of warranty"/>	
<input type="text" value="Manufacturing defect"/>	
<input type="text" value="Damaged during shipping"/>	
<input type="button" value="Add"/>	

Resolutions <small>[store view]</small>	Value	Action
	<input type="text" value="Refund"/>	
	<input type="text" value="Replace"/>	
	<input type="button" value="Add"/>	

Here you can add and specify three types of options for providing RMA in your store. They are:

- Reasons
- Conditions
- Resolutions

Add values to provide customers with extra options when they trying to return or exchange products.

## Email and Extra Fields Configuration

### Email ⌵

RMA Department Name <small>[store view]</small>	<input type="text" value="Owner"/>
RMA Department Email <small>[store view]</small>	<input type="text" value="owner@example.com"/>
Notify Customer by Email <small>[store view]</small>	<input type="text" value="Yes"/> ▼
Notify Admin by Email <small>[store view]</small>	<input type="text" value="Yes"/> ▼

### Email Templates ⌵

Admin Comment <small>[store view]</small>	<input type="text" value="Admin Comment (Default)"/> ▼	Notification sent to customer when admin places comment
Customer Comment <small>[store view]</small>	<input type="text" value="Customer Comment (Default)"/> ▼	Notification sent to admin when customer places comment
New RMA Created <small>[store view]</small>	<input type="text" value="RMA Created (Default)"/> ▼	Notification sent to admin when new RMA is placed

Emails are an essential part of RMA. Expand the **Email** section to configure the following options:

**RMA Department Name** — fill in the RMA department name;

**RMA Department Email** — specify the RMA department email address;

**Notify Customer by Email** — enable the email notifications for customers;

**Notify Admin by Email** — enable the email notifications for store administrators.

You can configure the **Email Templates** in the corresponding section. Please select the appropriate template for:

- Admin Comment
- Customer Comment
- New RMA Created

### Extra Fields



<b>Block Title</b> <small>[store view]</small>	<input type="text" value="Bank Details"/>
<b>Field #1</b> <small>[store view]</small>	<input type="text" value="Bank Name"/>
<b>Field #2</b> <small>[store view]</small>	<input type="text" value="Account Number"/>
<b>Field #3</b> <small>[store view]</small>	<input type="text" value="Bank Branch"/>
<b>Field #4</b> <small>[store view]</small>	<input type="text" value="Account Name"/>
<b>Field #5</b> <small>[store view]</small>	<input type="text" value="Account Type"/>

Also, you can add **Extra Fields** to the RMA requests in the corresponding section.

## Status Management

To view RMA statuses or create a new one please go to **Sales → RMA section → Statuses**.

## RMA Statuses

admin

Add Status

Filters Default View Columns

Actions 5 records found 20 per page 1 of 1

	Id	Active	Name	Priority	Action
<input type="checkbox"/>	1	Yes	NEW	0	<a href="#">Edit</a>
<input type="checkbox"/>	2	Yes	Processing	1	<a href="#">Edit</a>
<input type="checkbox"/>	3	Yes	Product Shipped	2	<a href="#">Edit</a>
<input type="checkbox"/>	4	Yes	Product Received	3	<a href="#">Edit</a>
<input type="checkbox"/>	5	Yes	Completed	4	<a href="#">Edit</a>

## Processing

admin

Back Delete Reset Save and Continue Edit Save

### STATUS CONFIGURATION

General

Labels

Templates

### General

Label \* Processing

Active Yes

Allow Print Labels Yes

Email Template Amasty: RMA

Priority 1

Hit the **Add Status** button to create a new one.

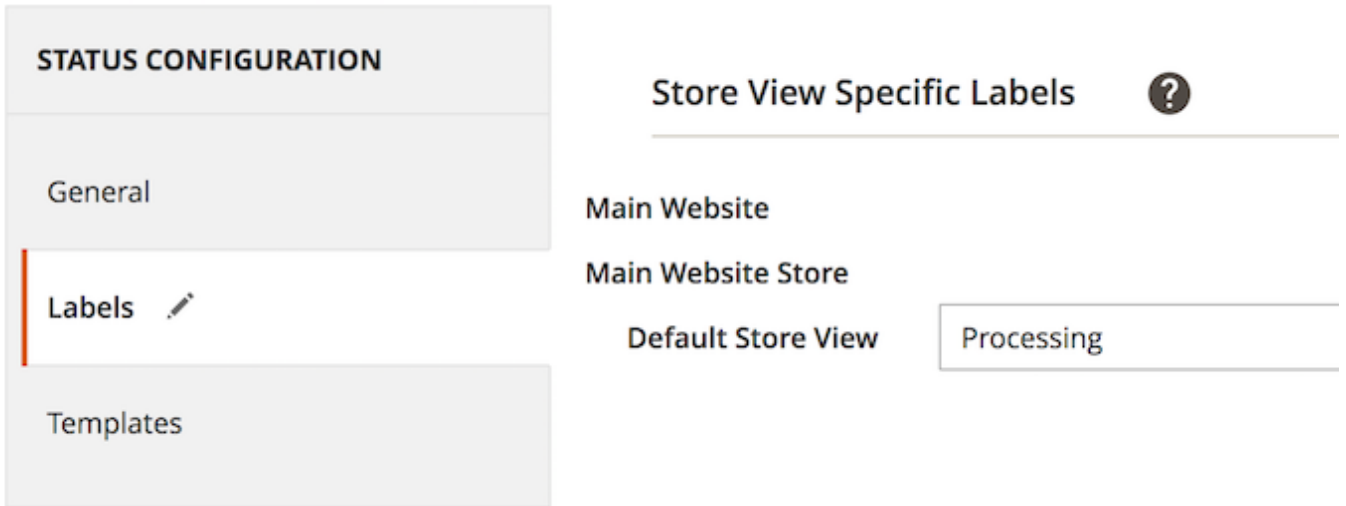
**Label** — fill in the label title;

**Active** — enable or disable the label;

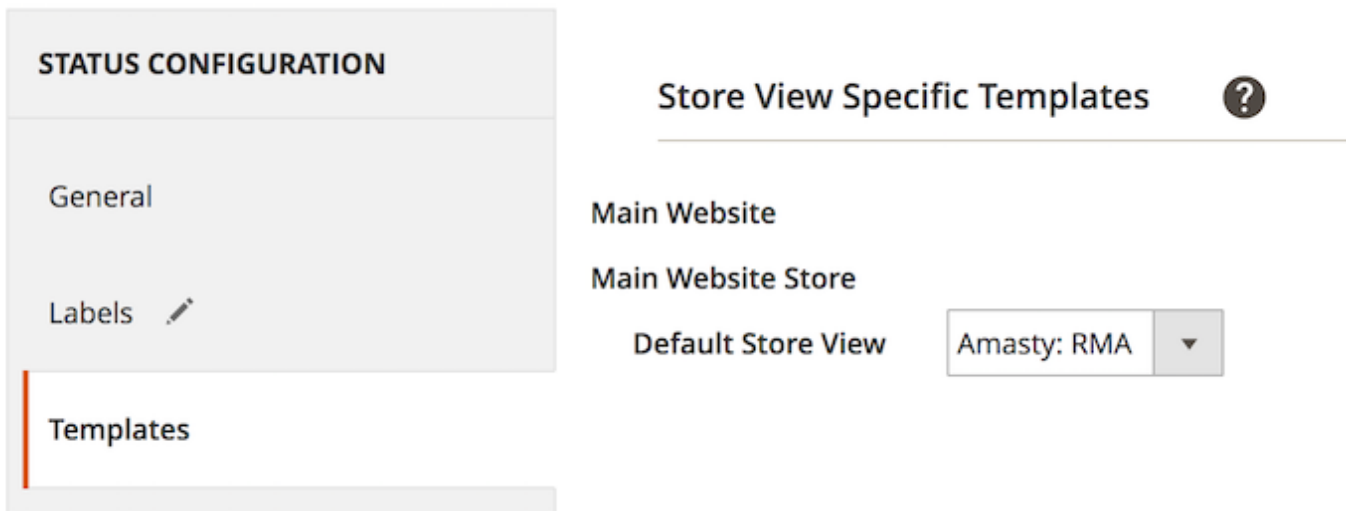
**Allow Print Labels** — enable or disable the ability to print labels;

**Email Template** — select the email template;

**Priority** — define the label priority.




Then, switch to the **Labels** tab and specify status labels for each store view.




On the **Templates** tab you can select a custom email template for each particular store view.

## RMA Restriction for Particular Products





# Fusion Backpack



DASHBOARD

Allow for RMA [global]

With the module, you can disallow RMA requests for certain products. Please go to Catalog → Products and select the product you want to disallow RMA. Find the **Allow for RMA** option and switch it to **No** (or **Yes** if you want to enable it).

## Requests Management

To view and edit all RMA requests please go to **Sales → RMA section → Requests**.

### RMA Requests

6 records found

20 per page 1 of 1

Id ↑	Store View	Order Number	Created	Updated	Status	Is Shipped	Customer Name	Customer Email	Action
6	Main Website Main Website Store Default Store View	000000008	Sep 15, 2017 3:21:56 PM	Sep 18, 2017 9:09:39 AM	Product Shipped	No	Joe Bloggs	joebloggs@example.com	<a href="#">Edit</a>
5	Main Website Main Website Store Default Store View	000000007	Sep 15, 2017 2:48:22 PM	Sep 18, 2017 9:10:31 AM	Product Shipped	No	Veronica Costello	roni_cost@example.com	<a href="#">Edit</a>
4	Main Website Main Website Store Default Store View	000000006	Sep 15, 2017 2:45:23 PM	Sep 18, 2017 9:10:49 AM	Product Shipped	No	John Doe	johndoe@example.com	<a href="#">Edit</a>

You can click the **Order #** to switch to the Order View page.

## Edit RMA Request

← Back   Reset   Save and Continue Edit   **Save**

### REQUEST CONFIGURATION

Request

RMA Items

Notes

### General Information

ID 4  
Order # 00000006  
Email johndoe@example.com  
Customer John Doe

In the Comment History section you can modify the following options:

Status — quickly modify the request status;

Comment — fill in the comment for the customer.

### Comments History

#### Status

Product Shipped ▼

#### Comment

Choose File No file chosen

Notify Customer by Email

**Submit Comment**

Sep 15, 2017 | 2:45:23 PM | Customer  
Status has been changed to NEW

Also, you can attach a file using the appropriate form. Then, hit the Submit Comment button. Below you can see the full history of comments related to this request.

Product	SKU	Reason	Item Condition	Reason to Return	Qty
Hero Hoodie-S-Gray	MH07-S-Gray	Not as expected	Damaged	Refund	<input type="text" value="1"/>
Endurance Watch	24-MG01	Broken	Open	Replace	<input type="text" value="1"/>

Next, switch to the **RMA Items** tab to see all products involved in the request. Moreover, on the **Notes** tab you can add some notes for internal use.

Notes

Notes

RMA information is also available from orders. Open any order to see the new RMA tab. You can create a new RMA request from the order view by hitting the **Create RMA** button.

## Email Templates

To create a new email template please go to: **Marketing → Email Templates** and click the Add New Template button.

You can create the following templates related to the RMA for Magento 2 module.

- Admin comment
- Customer comment
- RMA created
- Status changed

## Customer Frontend Actions

Customer can overview all returns and exchanges, as well as create a new one in the **My Returns** section of the account.

About us	Privacy and Cookie Policy
Customer Service	Search Terms
	Advanced Search
	Contact Us
	Orders and Returns
	Return requests

Guest visitors can create a RMA request with the help of the **Return Requests** quick link.

Find out how to install the RMA extension via [Composer](#).

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