

Newegg Return Service Quick Guide

Newegg Return Service

The Newegg Return Service is a program which enables sellers to use Newegg as a return processing center for orders placed on the Newegg platform. The shipping is handled by Newegg's dedicated logistics infrastructure, or by premier 3rd party logistics service providers.

Whether you are shipping on your own or using the Shipped by Newegg (SBN) program, the Newegg Return Service can streamline returns and provide a greater overall experience for those customers residing in the U.S.

How It Works

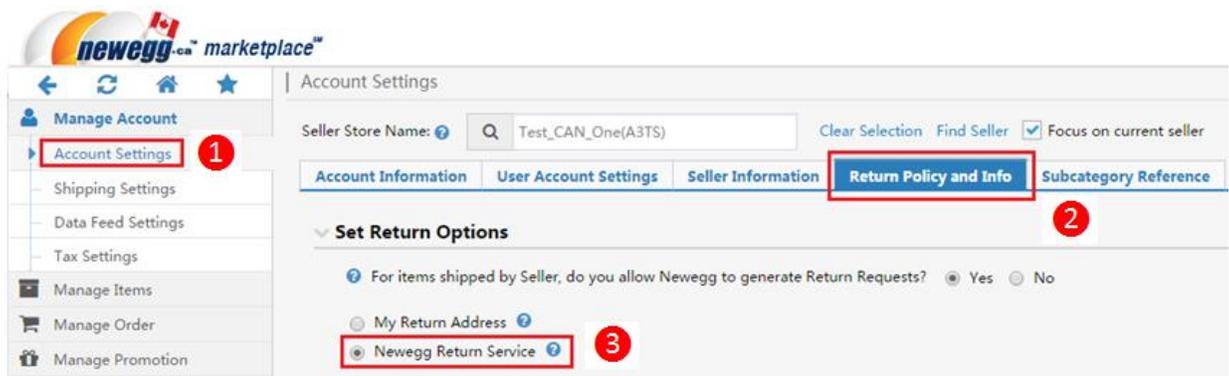
Newegg Return Service workflow includes the following steps:

- [Activating your account for the Newegg Return Service](#)

Activating your account for the Newegg Return Service

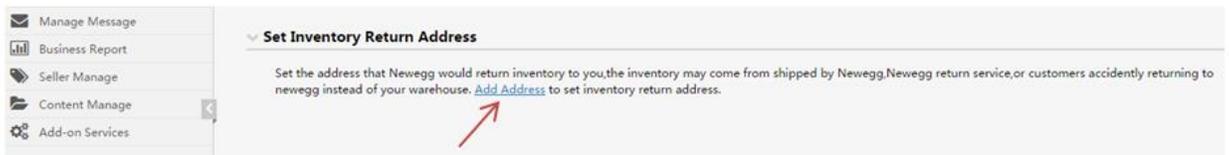
Under Manage Account (1) select Accounting Settings (2) than click on the Return Policy and Info tab

1. Under Set Return Options, (3) select Newegg Return Service



2. Set Inventory Return Address

- a. Click Add Address





3. Fill in your return address location and contact information and click OK.
 - a. Note: Newegg can only ship return products to a US address. If you do not have a US location, a shipping account or a return shipping label will be required upon product returns.

Add Address ✕

* Contact First Name:

* Contact Last Name:

* Returns Contact Number:

* Address1:

Address2:

* City:

* Country / Region: United States ▼

* State / Province: ▼

* Zipcode:

4. Set Customer Service Info and Return Policy
 - a. Input your customer service contact information and refund and replacement period.

▼ Set Customer Service Info and Return Policy

* Customer Service Phone#:

* Customer Service Email:

* Default Refund Period: 30 days after invoice ▼

* Default Replacement Period: 60 days after invoice ▼

* Default Restocking Fee: % (min:0.00%, max:15.00%)

* ? Return Policy:

5. If specific categories with different refund and replacement period, please complete the Set Category Specific Refund and Replacement Period for those categories.



Set Category Specific Refund and Replacement Period Select industry and subcategory to edit category specific refund and replacement period.

| IndustryName | |
|------------------------------|--|
| Accessories | |
| Apparel | |
| Appliance | |
| Arts & Crafts | |
| Auto & Hardware | |
| Baby | |
| Bags & Luggage | |
| Beauty | |
| Books, Media & Entertainment | |
| Computer Hardware | |
| Consumer Electronics | |
| DVD & Videos | |
| Health & Personal care | |
| Home & Living | |
| Home Improvement | |
| Industrial | |

[SAVE ALL UPDATES](#)

6. Click SAVE ALL UPDATES – Your account is now set to use the Newegg Return Service.