

Overview

This standard is about following your retail organisation's procedures and relevant legislation when processing refunds, returns and exchanges of goods or services for customers in a retail organisation.

This standard is for staff processing refunds, returns and exchanges of retail goods.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

- Process refunds, returns and exchanges of goods

Performance criteria

You must be able to:

1. check the type, quantity and condition of returned goods or services
2. explain to customers the relevant legislation and your workplace procedures for returns, refunds and exchanges of goods or services
3. process a refund, exchange or credit voucher for customers following relevant legislation and your workplace procedures
4. explain to customers your workplace repairs process if they require goods that are damaged or faulty to be repaired
5. update the stock control system or records following your workplace procedures
6. clearly label any damaged or faulty goods to be returned to the relevant department, supplier or manufacturer following your workplace procedures
7. arrange for damaged returned goods to be sent to the relevant department, supplier or manufacturer following your workplace procedures
8. return saleable goods to storage or display once a refund has been processed following your workplace procedures
9. dispose of returned non-saleable goods following relevant legislation and your workplace procedures

Knowledge and understanding

You need to know and understand:

1. who can process credit vouchers, refund payments and exchanges, the limits of their authority and the information they require
2. the timescales involved when your workplace processes a refund for customers
3. what the returns or exchange procedure is when retail goods or services are faulty, damaged or not fit for purpose
4. how to update the stock control system accurately and fully according to your workplace requirements and why you should do so
5. how to label returned goods and process returns to the relevant department, supplier or manufacturer
6. the process for disposing of returned non-saleable goods following relevant legislation and your workplace procedures
7. Your workplace procedures for processing returned retail goods that can be re-sold

PPL.B210



Process refunds, returns and exchanges of goods

Links to other NOS

PPL.B209 Assist retail customers who need to return goods

Process refunds, returns and exchanges of goods

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Suite Retail

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