

RMA - Magento 2

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Installation



Before installing the extension, please make sure to **Backup your web directory and store database**

- Unzip the extension package file into the root folder of your Magento 2 installation.
- Connect to SSH console of your server:
 - Navigate to the root folder of your Magento 2 setup
 - Run command as per below sequence,

```
php -f bin/magento setup:upgrade
```

```
php -f bin/magento module:enable Magedelight_Rma
```

```
php -f bin/magento setup:static-content:deploy
```

- Flush store cache
- log out from the backend and log in again

Backend Configuration (Admin side)

Admin Control Panel > RMA > Settings > General Configuration

MAGEDelight
RMA

License Configuration

General Configuration

Enable

Yes

[store view]

Allow guest to make return product request

Yes

[store view]

Default status for new RMA

Pending

[store view]

After confirmation status for new RMA

Package Sent

[store view]

Shipping confirmation label

Shipping Confirmation

[store view]

Shipping confirmation text

Having clicked "Yes", you won't be able to cancel RMA or make any changes.

[store view]

- **Enable:** To enable/disable RMA feature from here. It has two options, select "Yes" to enable and "No" to disable this feature.
- **Allow guest to make a return product request:** If you want to allow your guest user to make return product then set as "Yes" else set as "No".
- **Default status for new RMA:** You can set default status for your RMA request from here. When user will initiate a return request, this status will be set by default to your return request.
- **After confirmation status for new RMA:** You can set default status to be set, once buyer's confirms shipping.
- **A Shipping confirmation label:** You can set a customized title of "Confirm shipping" pop-up from here. A Pop-up will appear buyer's side on click of "Confirm Shipping" button.
- **Shipping confirmation text:** You can set customized description of "Confirm shipping" pop-up from here. Pop-up will appear buyer's side on click of "Confirm Shipping" button.

MAGEDelight
RMA

License Configuration

General Configuration

Rma Email Template

New Rma Email Template

New Rma Email Template (Default)

[store view]

New Guest Rma Email Template

New Guest Email (Default)

[store view]

Rma Comment Email Template

Email comment (Default)

[store view]

- **New RMA Email Template:** You can set default email template to send email to registered buyer, when buyer generates a new RMA request.
- **New Guest RMA Email Template:** You can set default email template to send email to guest buyer, when buyer generates a new RMA request.
- **RMA Comment Email Template:** You can set default email template to send email to the buyer, when any comments added to RMA request.

MAGEDLIGHT
RMA

License Configuration

Rma Conditions

Maximum time period for RMA after order completion, days
365

Max attachment size,MB
2

Allow to request RMA if order has status

Canceled
Closed
Complete
Suspected Fraud
On Hold
Payment Review
PayPal Canceled Reversal
PayPal Reversed
Pending
Pending Payment

- **Maximum time period for RMA after order completion (in days):** You can set maximum days to allow RMA, once order is completed.
- **Max attachment size (in MB):** You can set the maximum size to allow to upload attachments.
- **Allow to request RMA if order has status:** You can set "Order Status" which are allowed to request RMA.

MAGEDLIGHT
RMA

License Configuration

General Configuration

RMA department

RMA Department Name
RMA Store

RMA Department email
sales@example.com

RMA Department address
USA

- **RMA Department Name:** You can set RMA department name from here.
- **RMA Department Email:** You can set RMA department email here.
- **RMA Department Address:** You can set RMA department address here.

Backend Functionality

RMA Attributes

Resolutions

Admin Control Panel > RMA > RMA Attributes> Resolutions

RMA resolutions

1

admin

Add New Resolutions

Filters

Default View

Columns

Actions

3 records found

20 per page

1 of 1

	ID	Title	Code	Sort Order	Active	Created	Modified	Action
<input type="checkbox"/>	1	Refund	r01	0	Enabled	Nov 19, 2020 11:44:15 PM	Nov 19, 2020 11:44:15 PM	Edit
<input type="checkbox"/>	2	Replace	r02	1	Enabled	Nov 19, 2020 11:44:50 PM	Nov 19, 2020 11:44:50 PM	Edit
<input type="checkbox"/>	3	Repair	r03	2	Enabled	Nov 19, 2020 11:45:29 PM	Nov 19, 2020 11:45:29 PM	Edit

- Resolution Status List:** You can see previously added resolution status in grid view as above image.

New Resolution

1

demo

← Back

Reset

Save and Continue Edit

Save Resolution

Enable Resolution

Yes

Title *

Code *

Sort Order *

- Add New Resolutions:** You can add new resolution status by clicking on this button.

Refund

1

demo

← Back

Delete Resolution

Reset

Save and Continue Edit

Save Resolution

Enable Resolution

Yes

Title *

Refund

Code

refund

Sort Order *




10

- Action > Edit:** You can edit an existing resolution status from here. You will be redirected to a new page with existing values, Modify values and click on “Save Resolution” on top.

Conditions

Admin Control Panel > RMA > RMA Attributes> Conditions

RMA conditions

 admin

Add New Conditions

Filters

Default View



Columns

Actions 2 records found 20 per page 1 of 1

	ID	Title	Sort Order	Active	Created	Modified	Action
<input type="checkbox"/>	1	Used	1	Enabled	Nov 19, 2020 11:48:58 PM	Nov 19, 2020 11:48:58 PM	Edit
<input type="checkbox"/>	2	Packing broken	2	Enabled	Nov 19, 2020 11:49:20 PM	Nov 19, 2020 11:49:20 PM	Edit

- **Conditions List:** You can see previously added conditions in grid view as above image.

New RMA Condition

 demo

[← Back](#) [Reset](#) [Save and Continue Edit](#) [Save Condition](#)



Enable Conditions ☒ Yes

Title *

Sort Order *

- **Add New Conditions:** You can add a new condition by clicking on this button.

Opened

 demo

[← Back](#) [Delete Conditions](#) [Reset](#) [Save and Continue Edit](#) [Save Condition](#)

Enable Conditions ☒ Yes

Title *

Sort Order *

- **Action > Edit:** You can edit existing condition from here. You will be redirected to new page with existing values, Modify values and click on "Save Condition" on top.

Statuses

RMA statuses

Add New Status

Filters

Default View

Columns

Actions

6 records found

20
per page

1
of 1

	ID	Title	Code	Sort Order	Active	Created	Modified	Action
<input type="checkbox"/>	1	Pending	pending	10	Enabled	Nov 19, 2020 11:32:47 PM	Nov 19, 2020 11:32:47 PM	Edit
<input type="checkbox"/>	2	Approved	approved	10	Enabled	Nov 19, 2020 11:32:47 PM	Nov 19, 2020 11:32:47 PM	Edit
<input type="checkbox"/>	3	Package Sent	package_sent	10	Enabled	Nov 19, 2020 11:32:47 PM	Nov 19, 2020 11:32:47 PM	Edit
<input type="checkbox"/>	4	Processing	processing	10	Enabled	Nov 19, 2020 11:32:47 PM	Nov 19, 2020 11:32:47 PM	Edit
<input type="checkbox"/>	5	Rejected	rejected	10	Enabled	Nov 19, 2020 11:32:47 PM	Nov 19, 2020 11:32:47 PM	Edit
<input type="checkbox"/>	6	Close	close	10	Enabled	Nov 19, 2020 11:32:47 PM	Nov 19, 2020 11:32:47 PM	Edit

- **Status List:** You can see previously added statuses in grid view as above image.

New Rma Status

Back

Reset

Save and Continue Edit

Save Status

Enable Status
☒ Yes

Title *

Code *

Sort Order *

- **Add New Status:** You can add new status by clicking on this button.

Pending

Back

Reset

Save and Continue Edit

Save Status

Enable Status
☒ Yes

Title *

Code

Sort Order *

- **Action > Edit:** You can edit the existing status from here. You will be redirected to a new page with existing values, Modify values and click on "Save Status" on top.

Reasons

Admin Control Panel > RMA > RMA Attributes> Reasons

RMA reasons

Add New Reasons

Filters

Default View

Columns

Actions

4 records found

20 per page

1 of 1

<input type="checkbox"/>	ID	Title	Sort Order	Active	Created	Modified	Action
<input type="checkbox"/>	1	Poor quality	0	Enabled	Nov 20, 2020 12:20:33 AM	Nov 20, 2020 12:20:33 AM	Edit
<input type="checkbox"/>	2	Duplicate Ordered	1	Enabled	Nov 20, 2020 12:20:58 AM	Nov 20, 2020 12:20:58 AM	Edit
<input type="checkbox"/>	3	Color is off	2	Enabled	Nov 20, 2020 12:21:23 AM	Nov 20, 2020 12:21:23 AM	Edit
<input type="checkbox"/>	4	test disable reason	12	Enabled	Nov 20, 2020 12:21:52 AM	Nov 20, 2020 12:21:52 AM	Edit

- **Reason List:** You can see previously added reasons in grid view as above image.

New Rma Reason

← Back

Reset

Save and Continue Edit

Save Reasons

Enable Reasons ☒ Yes

Title *

Sort Order *

- **Add New Reason:** You can add a new reason by clicking on this button.

Poor Quality

← Back

Delete Reasons

Reset

Save and Continue Edit

Save Reasons

Enable Reasons ☒ Yes

Title *

Sort Order *

- **Action > Edit:** You can edit existing reason from here. You will be redirected to new page with existing values, Modify values and click on "Save Reason" on top.

Custom Fields

RMA customfield

Add New Customfield

Actions ▾ 2 records found
20 ▾ per page < 1 of 1 >

<input type="checkbox"/>	ID	Title	Sort Order	Active	Type	Created	Modified	Action
<input type="checkbox"/>	1	Yes or No?	0	Enabled	Yes/No	Nov 20, 2020 12:28:36 AM	Nov 20, 2020 12:28:36 AM	Edit
<input type="checkbox"/>	2	Check	5	Enabled	Dropdown	Nov 20, 2020 12:29:06 AM	Nov 20, 2020 12:29:06 AM	Edit

- **Custom Field List:** You can see previously added fields in grid view as above image.

New Customfield

[← Back](#)
[Reset](#)
[Save and Continue Edit](#)
[Save](#)

Enable ☒ Yes

Type ▾

Title *

Code

Sort Order *

- **Add New Field:** You can add new fields by clicking on this button.

Tracking no

demo

Back
Delete
Reset
Save and Continue Edit
Save

Enable
☒ Yes

Type
Text Field

Title *
Tracking no

Code
tracking_no

Sort Order *
10

- **Action > Edit:** You can edit existing fields from here. You will be redirected to new page with existing values, Modify values and click on "Save" on top.

RMA Management

Admin Control Panel > RMA > RMA Management > RMA List

RMA List

demo

Add New Rma

Search by keyword

Filters
Default View
Columns

Actions
2 records found
20 per page
1 of 1

	# Rma ID	# Order ID	Customer Name	Created	Modified	Action
<input type="checkbox"/>	2	000000005	Veronica Costello	Oct 24, 2017 3:21:38 AM	Oct 31, 2017 1:18:30 AM	Edit
<input type="checkbox"/>	3	000000006	Veronica Costello	Oct 31, 2017 1:21:38 AM	Oct 31, 2017 1:21:38 AM	Edit

New RMA

[← Back](#)

Please Choose Order

[Search](#)

[Reset Filter](#)

6 records found

20

▼

per page

<

1

of 1

>

Order	Purchase Point	Purchased	Customer Email	Grand Total (Base)	Grand Total (Purchased)	Status
<input type="text"/>	<input type="text"/>	From <input type="text"/> To <input type="text"/>	<input type="text"/>	From <input type="text"/> To <input type="text"/>	From <input type="text"/> To <input type="text"/>	<input type="text"/>
000000006	Main Website Main Website Store Default Store View	Sep 22, 2017, 3:56:56 AM	roni_cost@example.com	\$56.14	\$56.14	Pending
000000005	Main Website Main Website Store Default Store View	Sep 22, 2017, 2:04:11 AM	roni_cost@example.com	\$53.71	\$53.71	Pending

- **Add New RMA:** To request new return, click on “Add New RMA” button, it will redirect you to below page to choose order from all placed orders.

New RMA

[← Back](#)

Please Choose Order

[Search](#)

[Reset Filter](#)

6 records found

20

▼

per page

<

1

of 1

>

Order	Purchase Point	Purchased	Customer Email	Grand Total (Base)	Grand Total (Purchased)	Status
<input type="text"/>	<input type="text"/>	From <input type="text"/> To <input type="text"/>	<input type="text"/>	From <input type="text"/> To <input type="text"/>	From <input type="text"/> To <input type="text"/>	<input type="text"/>
000000006	Main Website Main Website Store Default Store View	Sep 22, 2017, 3:56:56 AM	roni_cost@example.com	\$56.14	\$56.14	Pending
000000005	Main Website Main Website Store Default Store View	Sep 22, 2017, 2:04:11 AM	roni_cost@example.com	\$53.71	\$53.71	Pending

Once you select the order from above list, it will redirect you to detailed order and the RMA request page as below,

New Return

← Back

Reset

Save and Continue Edit

Save

New Return for Order #000000003

REQUEST INFORMATION	ORDER SHIPPING ADDRESS:
Order #: 000000003 at Sep 22, 2017 (\$335.81)	Customer Name: Veronica Costello
Department name: RMA Store	Email Address: roni_cost@example.com
Department Email: sales@example.com	Customer Orders : Total 6 Orders by Customer
Department Address: USA	Address : 6146 Honey Bluff Parkway Calder, Michigan, 49628-7978 United States T: (555) 229-3326

ITEMS IN THIS ORDER

☐ Strive Shoulder Pack

☐ Impulse Duffie

ADDITIONAL INFORMATION	ADD MESSAGE
Tracking no <input type="text"/>	Status * <div>-- Select a Status --</div>
	Message * <div></div>
	Attach files <div>Upload</div>

Provide mandatory details and "Save" the request.

- **Edit RMA:** From RMA List, you can edit RMA. The same above page will be shown to you. You can track previous history from "RMA HISTORY" tab at the last on the page.

Frontend Functionality

My Account > RMA > RMA List

Account Dashboard

Account Information

Address Book

My Downloadable Products

My Orders

Newsletter Subscriptions

Stored Payment Methods

Billing Agreements

My Product Reviews

My Wish List

RMA

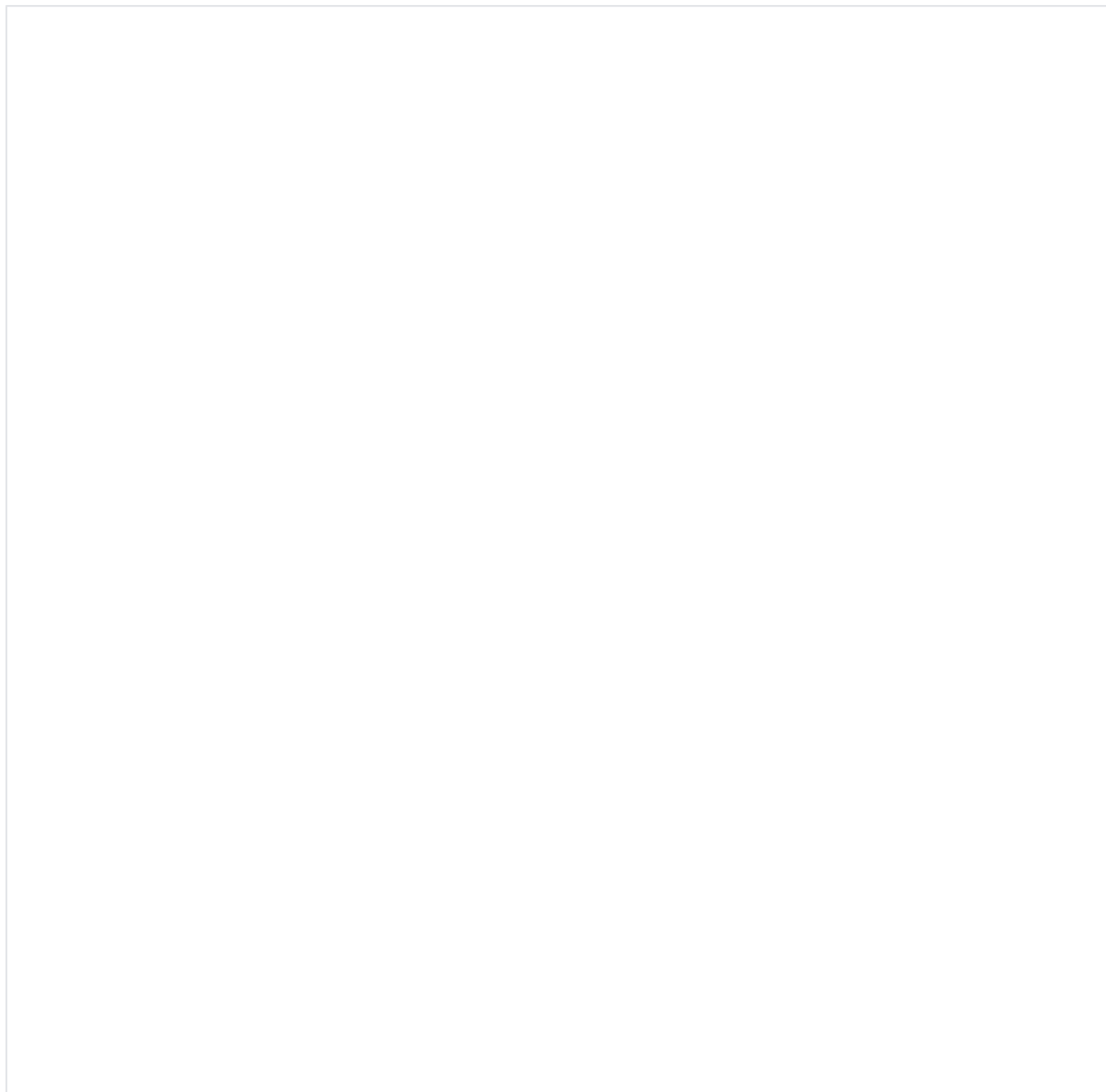
RMA list

[« Back](#)

NEW REQUEST FOR RETURN

ID	Order ID	Status	Date	Action
3	000000006	Pending	Oct 31, 2017	View
2	000000005	Approved	Oct 24, 2017	View

Buyers can manage RMA through above section



New Return Request

Request New Return

Please, select an order

Order *

000000003 At Sep 22, 2017

[VIEW ORDER](#)

New Return for Order #0000000003

Request Information

Customer Name: Veronica Costello
Email Address: roni_cost@example.com

Order Shipping Address:
Veronica Costello
6146 Honey Bluff Parkway
Calder, Michigan, 49628-7978
United States
T: (555) 229-3326

Items in this order



Strive Shoulder Pack



Impulse Duffel

Additional Information

Attach files

[Upload](#)

[SUBMIT REQUEST](#)

- **New Request for Return:** Buyer can click on this button to add new return request. By clicking on this button, you will be asked for select an order for which you want to request a return. Select order number from dropdown and click on "View Order" button. It will display order details on same page. You will get all products available in that order, you can select multiple product for return by selecting checkboxes. Provide comment/reason for return and click on "Submit Request" button to request for return.


RMA #2 - Approved

Request Information

[PRINT SLIP](#)

RMA:	#2	Customer Name:	Veronica Costello
Order:	#000000005 at Sep 22, 2017 (\$53.71)	Contact Information:	Veronica Costello 6146 Honey Bluff Parkway Calder, Michigan, 49628-7978 United States T: (555) 229-3326
Date Requested:	Oct 24, 2017		
Status:	Approved		

Items RMA Requested for

	Product Name	SKU	Qty	Reason	Resolution	Condition
	Wayfarer Messenger Bag	24-MB05	1		Other	Damaged

Add Message

[Upload](#)[SUBMIT](#)

RMA History

VERONICA COSTELLO | Oct 24, 2017

Need refund

VERONICA COSTELLO | Oct 24, 2017

ASAP

VERONICA COSTELLO | Oct 25, 2017

Hello, Please let me know when can i get update on return request i made? Thanks.

RMA STORE | Oct 26, 2017

It is under processing.

- **View:** You can see all requested returns from RMA List. Click on "View" button to check details of particular return request. You can add comments from here for request. The Comment will be visible to the merchant.

Demo

[Click here](#) to visit frontend.

[Click here](#) to visit backend admin panel.

FAQs

[Click here](#) to visit FAQs.

Support

[Click here](#) to raise a support ticket using your MageDelight account.

Additional Services

[Click here](#) to get the customized solution for this extension.

Thank you for choosing [MageDelight](#)!
