



[RMA – Magento 2](#)

[USER MANUAL](#)

Supported Version: 2.0, 2.1, 2.2, 2.3

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Preface:

Product Return RMA(Return Merchandise Authorization) is a flexible extension that offers great flexibility in setting milestones and conditions for Returns. Magento RMA extension is very powerful return management tool for magento users by which buyer can create multiple rma request with return reason.

Installation:

There are two ways of installing extension in magento2.

- 1) Using COMMAND LINE.
- 2) Manually install extension.

Option 1: Magento 2 install extension using COMMAND LINE (Recommended).

Follow below steps to install extension from the command line.

Step 1: Download the extension and unzip it.

Step 2: Upload it to code directory in your magento installation's app directory.
If code directory does not exists then create.

Step 3: Disable the cache under System → Cache Management.

Step 4: Enter the following at the command line:
php bin/magento setup:upgrade
php bin/magento setup:static-content:deploy

Step 5: Once you complete above steps log out and log in back to the admin panel and switch to Stores → Configuration → Mageants → RMA.
The module will be displayed in the admin panel.

Option 2: Magento 2 install extension manually.

Step 1: Download the extension and unzip it.

Step 2: Upload it to code directory in your magento installation's app directory.
If code directory does not exists then create.

Step 3: Disable the cache under System → Cache Management Edit
app/etc/config.php file and add one line code: 'Mageants_RMA' → 1

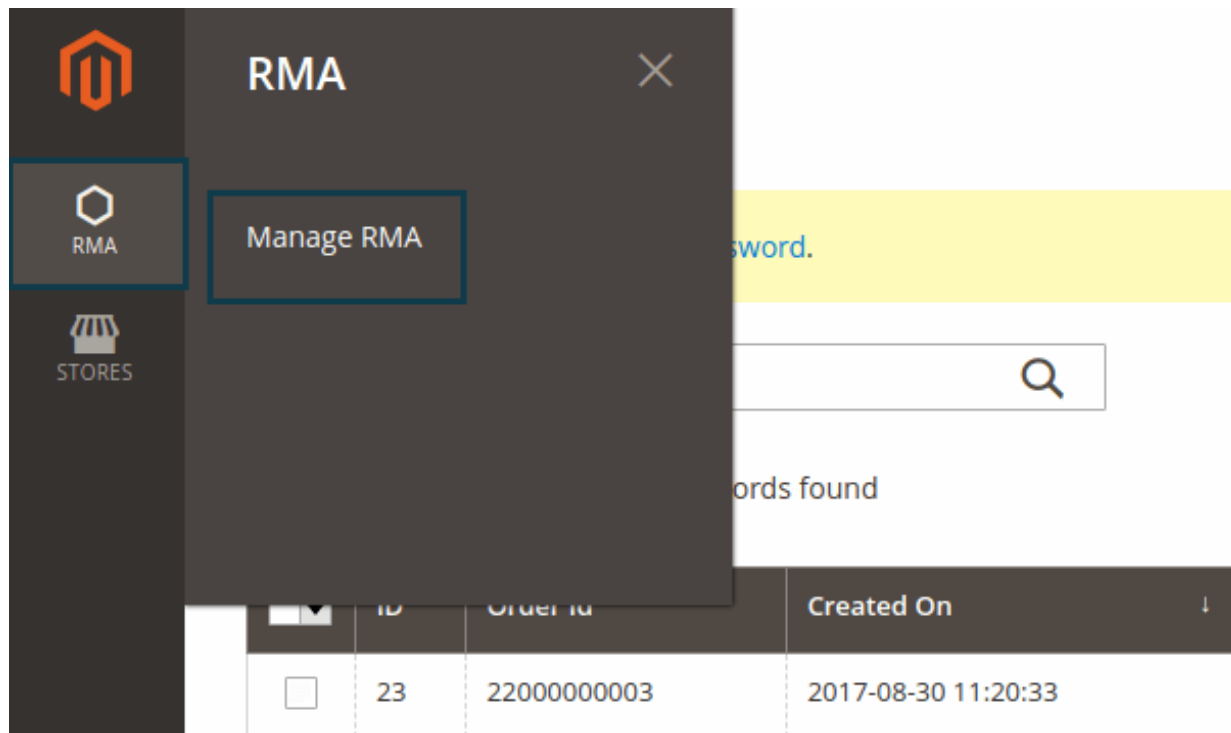
Step 4: Disable the cache under System → Cache Management

Step 5: Once you complete above steps log out and log in back to the
admin panel and switch to Stores → Configuration → Mageants →
RMA, the module will be displayed in the admin panel.

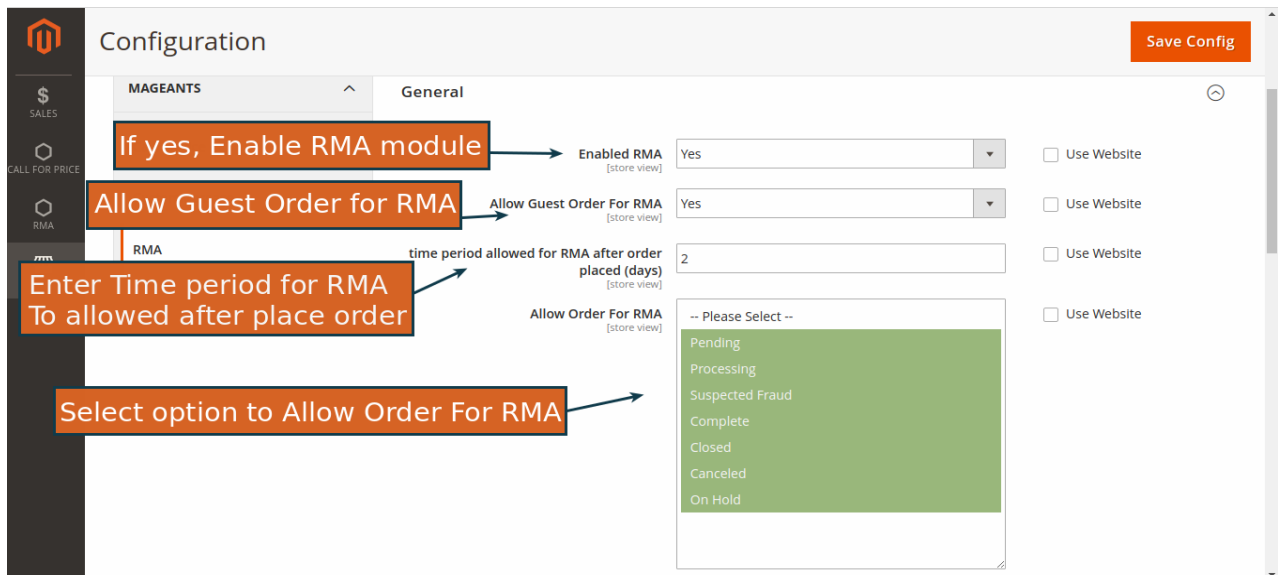
Backend example

Configuration

Extension menu and submenu.



To configure RMA go to RMA Options -> configuration -> MAGEANTS
->RMA -> General



Configuration

MAGEANTS General

If yes, Enable RMA module → Enabled RMA [store view] Yes

Allow Guest Order for RMA → Allow Guest Order For RMA [store view] Yes

Enter Time period for RMA To allowed after place order → time period allowed for RMA after order placed (days) [store view] 2

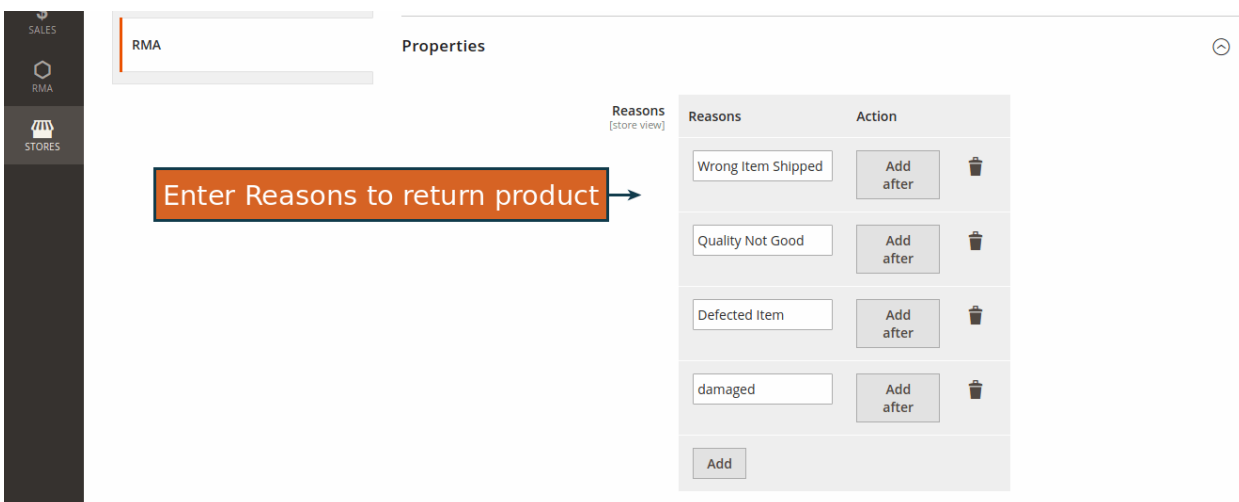
Select option to Allow Order For RMA → Allow Order For RMA [store view] -- Please Select --

Use Website

Save Config

- Specify number of day for allowing RMA after order.
- Select order status for allowing RMA for that.
- Select “yes” to show print button in RMA view page on front end.

To configure RMA properties go to RMA Options -> configuration -> MAGEANTS -> RMA -> Properties.





RMA Properties



Enter Reasons to return product →

Reasons [store view]	Action
Wrong Item Shipped	Add after
Quality Not Good	Add after
Defected Item	Add after
damaged	Add after
Add	



Package Conditions
[store view]**Enter Package Conditions of Product**

Conditions	Action
<input type="text" value="Open"/>	<input type="button" value="Add after"/> 
<input type="text" value="Packed"/>	<input type="button" value="Add after"/> 
<input type="button" value="Add"/>	

Resolutions
[store view]**Enter Resolutions of Product**

Resolutions	Action
<input type="text" value="Refund"/>	<input type="button" value="Add after"/> 
<input type="text" value="exchange"/>	<input type="button" value="Add after"/> 
<input type="button" value="Add"/>	

Delivery Status
[store view]**Enter Delivery Status option**

Delivery Status	Action
<input type="text" value="Not Delivered Yet"/>	<input type="button" value="Add after"/> 
<input type="text" value="Delivered"/>	<input type="button" value="Add after"/> 
<input type="button" value="Add"/>	

Enter RMA Status Option →

RMA Status
[store view]

RMA Status	Action
<input type="text" value="Pending"/>	<input type="button" value="Add after"/> <input type="button" value="Delete"/>
<input type="text" value="Processing"/>	<input type="button" value="Add after"/> <input type="button" value="Delete"/>
<input type="text" value="Declined"/>	<input type="button" value="Add after"/> <input type="button" value="Delete"/>
<input type="text" value="Solved"/>	<input type="button" value="Add after"/> <input type="button" value="Delete"/>
<input type="text" value="Cancelled"/>	<input type="button" value="Add after"/> <input type="button" value="Delete"/>
<input type="button" value="Add"/>	

1. Specify reasons for RMA like “Bloken Product or Quality is not Good”.
2. Specify package condition for RMA like “opened or not opened”.
3. Specify resolution for RMA like “Replace or Refund”.
4. Specify order delivery status for RMA like “Delivered or Not Delivered”.
5. Specify RMA Status like “Open,Processing,Complete and Closed”.

To configure RMA Email go to RMA Options -> configuration -> MAGEANTS → RMA -> Email.

Email

Enter RMA Department Name → RMA Department Name [store view]

Enter RMA Department Email → RMA Department Email [store view]

Enter Admin Email Subject → Admin Email Subject [store view]

Enter Customer Email Subject → Customer Email Subject [store view]

Select option to admin send Email Notification to Customer → Send Email Notification To Customer From Admin When [store view]

If yes, notified Customer → Notify Customer By Email [store view]

If yes, notified admin → Notify Admin By Email [store view]

Select option For Email template → Email Template [store view]
Email template chosen based on theme fallback when "Default" option is selected.

1. Select convenient option to send email to customer when admin perform some operation on submitted RMA.

To configure RMA policy go to RMA options → Configuration → Mageants → RMA → Policy

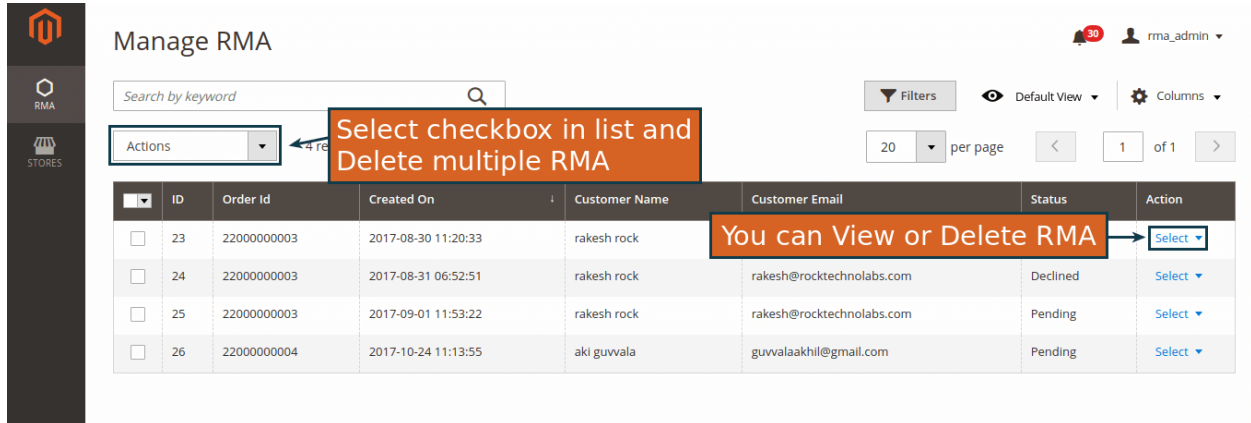
Policy

if yes, show policy on Frontend → Show Policy On Frontend [store view]

Enter policy text here to display on frontend → Policy Text To Show On Frontend [store view]

If yes, Show I Agree Checkbox on Frontend side → Show I Agree Checkbox On Frontend [store view]

To Manage RMA go to RMA Options -> Manage RMA.



Manage RMA

Search by keyword

Filters Default View Columns

20 per page 1 of 1

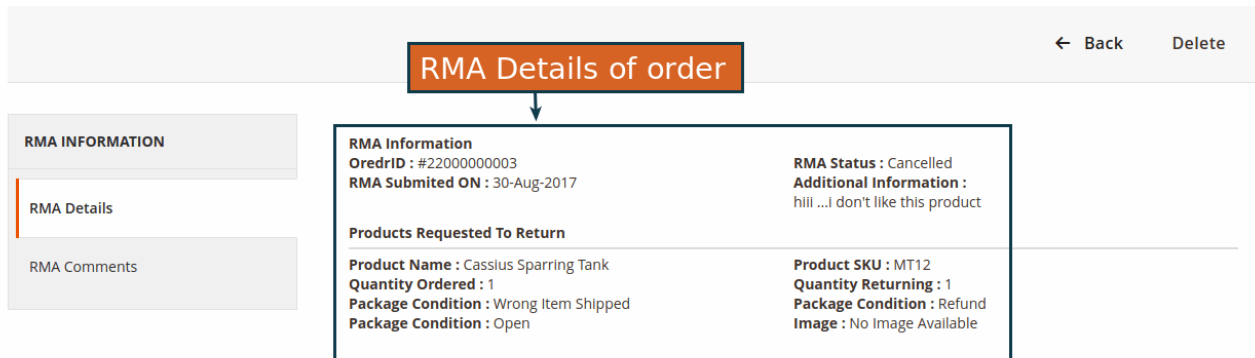
Select checkbox in list and Delete multiple RMA

You can View or Delete RMA

ID	Order Id	Created On	Customer Name	Customer Email	Status	Action
23	22000000003	2017-08-30 11:20:33	rakesh rock			Select
24	22000000003	2017-08-31 06:52:51	rakesh rock	rakesh@rocktechnolabs.com	Declined	Select
25	22000000003	2017-09-01 11:53:22	rakesh rock	rakesh@rocktechnolabs.com	Pending	Select
26	22000000004	2017-10-24 11:13:55	aki guvvala	guvvalaakhil@gmail.com	Pending	Select

1. Select Delete option to delete RMA in bulk.
2. Select select all option to select all RMA at one time to perform mass action.
3. Select view option to view RMA
4. Select delete option to delete single RMA.

To View RMA Details go to **RMA Options -> Manage RMA** select view option from RMA row.



← Back Delete

RMA Details of order

RMA INFORMATION

RMA Details

RMA Comments

RMA Information
 OredriD : #220000000003
 RMA Submitted ON : 30-Aug-2017
 RMA Status : Cancelled
 Additional Information : hiii ...I don't like this product

Products Requested To Return

Product Name : Cassius Sparring Tank
 Quantity Ordered : 1
 Package Condition : Wrong Item Shipped
 Package Condition : Open
 Product SKU : MT12
 Quantity Returning : 1
 Package Condition : Refund
 Image : No Image Available

To View RMA Comments go to **RMA Options -> Manage RMA** select view option from RMA row.

RMA INFORMATION

RMA Details

RMA Comments

Select RMA status Option

Your Comment :

Enter RMA Comment here

submit

Comments

Display all comments

Customer Comment | Aug 30, 2017 11:21 AM

hii i don't like this item

Admin Comment | Aug 30, 2017 13:06 PM

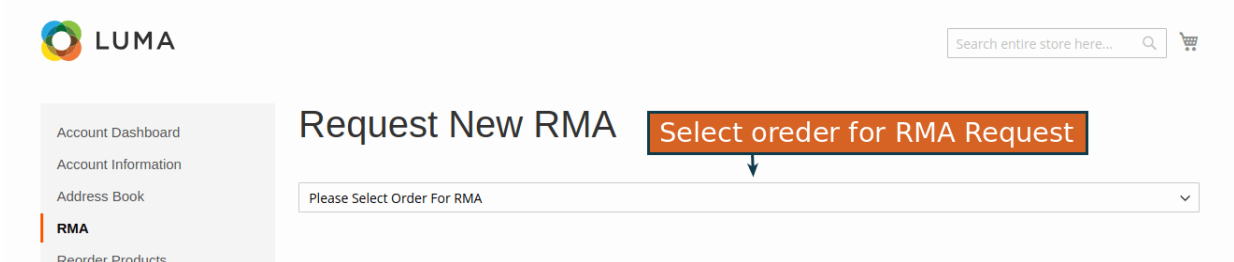
gsxj

Admin Comment | Aug 30, 2017 13:12 PM

cvkj

Frontend example

RMA frontend request page.



LUMA

Search entire store here...

Account Dashboard
Account Information
Address Book
RMA
Reorder Products

Request New RMA

Select order for RMA Request

Please Select Order For RMA

Request New RMA

Fill Form For RMA Request

#22000000017 at 4/5/19 (39.0000)

☐ Check To Submit RMA For This Product:

Name: Roger Cycle
 QTY Ordered: 1
 SKU: 24-MB01
 QTY Returning: 1

Reason: Wrong Item Shipped
 Condition: Open
 Resolution: Refund

Image: Choose file No file chosen
 Price: 34

Delivery Status: Not Delivered Yet

Additional Information


Return Policy

Log in to Luma and go to your Orders tab. Tap or click on Return to create a request Depending on the kind of product you wish to return, your return request may have to undergo a verification process Following verification, you will be required to confirm your decision based on the category of product ordered. Three options are available: Exchange: Your order will be exchanged for a new identical product of a different size or color Replace: The product in your order will be replaced with an identical product in case it is damaged (broken or spoiled) or defective (has a functional problem that causes it not to work) or is not as described Refund: If the product of your choice is unavailable in your preferred size or color or model, or if it is out of stock, you may decide that you want your money back. In this scenario, you may choose Refund to have your money returned to you (See Step 6) Keep ready all the requisite items necessary for a smooth returns process — including invoice, original packaging, price tags, freebies, accessories, etc. Pickup and Delivery of your order will be scheduled in case of exchanges and replacements Refund will be initiated and processed if applicable Your request will be fulfilled according to Luma returns/replacement guarantee

☐ * I Agree

Request RMA

RMA frontend view page



Search entire store here...


- Account Dashboard
- Account Information
- Address Book
- RMA**
- Reorder Products
- My Orders
- My Downloadable Products

RMA Information

[Request New RMA](#) Click to Create new RMA Request

Order #	Date	Status	Action
22000000012	05-Dec-2018	Pending	View RMA

RMA frontend view detail page



Search entire store here...

- Account Dashboard
- Account Information
- Address Book
- RMA**
- Reorder Products
- My Orders
- My Downloadable Products
- Newsletter Subscriptions
- Stored Payment Methods
- My Product Reviews
- Billing Agreements
- My Wish List

RMA View

[Print](#) Click and print RMA Information

RMA Information

OredrID : #22000000012	RMA Status : Pending
RMA Submitted ON : 05-Dec-2018	Additional Information :

Products Requested To Return :

Product Name : Tristan Endurance Tank	Product SKU : MT02
Quantity Ordered : 1	Quantity Returning : 1
Reason : Defected Item	Resolution : Refund
Package Condition : Open	Image : No Image Available

Your Comment :

[submit](#)


Comments

No Comments To Show



Customer can submit comment for RMA Form here

RMA front end request page for guest order. You need to enter email id for guest order.

Default welcome msg! [RMA](#) [Sign In](#) or [Create an Account](#)

 LUMA

What's New Women Men Gear Training Sale Sample

Search here...  

Guest Order Information

Fill Order Information

Email *


[Submit](#)

Contact Us [Extension Chat Support](#)



Allow Guest Order for RMA If Enabled from configuration

Enter your Email Id of Guest Order

Default welcome msg! [RMA](#) [Sign In](#) or [Create an Account](#)

 LUMA

What's New Women Men Gear Training Sale Sample

Search entire store here...  

RMA Information


[Request New RMA](#)

Click to create new RMA Request for Guest

Order #	Date	Status	Action
22000000042	11-May-2020	Pending	View RMA

Select a guest order to request a new RMA.

Default welcome msg! RMA Sign In or Create an Account



What's New Women Men Gear Training Sale Sample


Request New RMA

Select order for for RMA Request

Please Select Order For RMA

Contact Us [Extension Chat Support](#)

Default welcome msg! RMA Sign In or Create an Account



What's New Women Men Gear Training Sale Sample

Request New RMA

Fill Form For RMA Request

#22000000042 at 5/11/20 (37.0000)

☐ Check To Submit RMA For This Product:
QTY Ordered: 1

Name: Strive Shoulder Pack
QTY Returning: 1
Resolution: Refund

SKU: 24-MB04
Reason: Wrong Item Shipped
Image: No file chosen
Price: 32

Condition: Open

Delivery Status
Not delivered yet

Additional Information


Return Policy
Log in to Luma and go to your Orders tab. Tap or click on Return to create a request Depending on the kind of product you wish to return, your return request may have to undergo a verification process Following verification, you will be required to confirm your decision based on the category of product ordered. Three options are available: Exchange: Your order will be exchanged for a new identical product of a different size or color Replace: The product in your order will be replaced with an identical product in case it is damaged (broken or spoiled) or defective (has a functional problem that causes it not to work) or is not as described Refund: If the product of your choice is unavailable in your preferred size or color or model, or if it is out of stock, you may decide that you want your money back. In this scenario, you may choose Refund to have your money returned to you (See Step 6) Keep ready all the requisite items necessary for a smooth returns process — including invoice, original packaging, price tags, freebies, accessories, etc. Pickup and Delivery of your order will be scheduled in case of exchanges and replacements Refund will be initiated and processed if applicable Your request will be fulfilled according to Luma returns/replacement guarantee


☐ * I Agree

[Request RMA](#)

RMA front end view details page for guest order.

Default welcome msg! RMA Sign In or Create an Account



Search entire store here... 

[What's New](#) [Women](#) [Men](#) [Gear](#) [Training](#) [Sale](#) [Sample](#)

RMA View

Print

Click and print Guest RMA information

RMA Information
OredrID : #22000000042
RMA Submitted ON : 11-May-2020
RMA Status : Pending
Additional Information :
Test

Products Requested To Return :
Product Name : Strive Shoulder Pack
Quantity Ordered : 1
Reason : Wrong item Shipped
Package Condition : Open
Product SKU : 24-MB04
Quantity Returning : 1
Resolution : Refund
Image : No Image Available

Extension Chat Support

Your Comment :

submit

Customer can submit comment for RMA Form here

Comments
No Comments To Show



Thank you!

if you have any questions or feature suggestions, please contact us at:
<https://www.mageants.com/contact-us>

Your feedback is absolutely welcome!