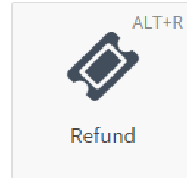
Taking a Return/Refund without a Receipt



1. **Verify the following:**
    a. Product is an item A-1 currently carries by finding item in the system using barcode or item part number
    b. Item is in un-opened in original packaging or can be sold for full retail value
2. To Refund the item **click on the main Sales Menu, then click on the Refund** bottom on the top row.
3. **Scan the item barcode or enter the part number in the item search field**. This will add the item. If the customer is returning more than one, enter the number in the QTY box. Item Price cannot be adjusted on this type of refund.
4. **Click on payments and issue the refund**. Refunds of this type can be give as cash back, in-store credit or check.
    a. Only use **Cash Back Option** if you can easily cover the refund with cash in your drawer
    b. **In-Store Credit Option**: make sure to pull up the customer record to give them in-store credit, then **select Account** from the payment options.
    c. **Check Option**: Make sure to collect the customer's name, phone number and address where they want the check sent. Do this by attaching the customer record to the refund using the customer search option and verify all contact details in Lightspeed. Note, checks from Accounting can take up to 7 – 10 business days to arrive at the address specified by the customer.
5. **Click Finish Sale** and give the customer their receipt.

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1. **Click on New Sale from the sales menu**
2. **Scan the barcode at the bottom of the receipt**
3. **Find the item being returned on the screen.**
4. **Make sure the item is either in sellable condition or has a valid reason for being issued a refund (for example, the item is defective)**
5. **Click the Refund button next to the item's name**; Lightspeed will automatically add the total sold to the refund line above. If less than the total is being returned, change the QTY to match how many of that item we are refunding. NOTE: If the refund button is missing and Lightspeed shows "Refunded" next to the line item, that means the customer has already returned the item on that transaction to an A-1 Location.
They either need to provide another receipt or we cannot issue a refund, no exceptions.
6. **Click the Payment button and select the desired refund method.**
    a. **If the customer paid with a credit card** you can apply the refund directly back to the card they used. We can only issue refunds to credit cards used to purchase an item. If they used another payment method at the time of sale we cannot apply the refund to a credit or debit card.
    b. Only use **Cash Back Option** if you can easily cover the refund with cash in your drawer, if you cannot issue the refund without risking running out of change use either in-store credit or have Accounting issue the customer a check.
    c. **In-Store Credit Option**: make sure to pull up the customer record to give them in-store credit, then **select Account** from the payment options and enter the amount of the refund to apply credit to the customer's account.
    d. **Check Option**: Make sure to collect the customer's name, phone number and the address where they want the check sent. Do this by attaching the customer record to the refund using the customer search option and verify all contact details in Lightspeed. Note, checks from Accounting can take up to 7 – 10 business days to arrive at the address specified by the customer.
7. **Click Finish Sale** and hand the refund receipt to the customer to close out the refund, then print a second receipt and put it in your drawer for the Accounting Team's use.