

↳ How to Install Extension

Once you placed the order you will receive link to download extension package in your email box.

You can also download extension package from your MyAccount > My Downloadable Products Section.

Step 1

Extract downloaded extension package in your magento root folder using FTP(File Transfer Protocol) Tools. For verification of root folder you can see some folders inside magento root folder like app,bin,lib,phpserver and vendor etc.

Step 2

Next Need to run some magento commands to install extension in your system , so connect with your server via SSH and go to magento root folder (e.g : cd /var/www/html/magento243) and run below commands one by one.

- php bin/magento setup:upgrade
- php bin/magento setup:static-content:deploy-f
- php bin/magento indexer:reindex
- php bin/magento cache:clean
- php bin/magento cache:flush
- chmod-R 777 var/ pub/ generated/

Step 3

if your all commands run successfully than login to your system Admin Panel and goto Store > Configuration , if you will see new Tab in left side bar with MageCurious Logo it means extension installed successfully.

Hey !! You Installed Extension Successfully Now it's time to Configure Extension.

About the Extension:

Magecurious Return Management Extension helps store owner to provide after sales support to their customer.

With this extension customer can easily get the solution regarding the product that they purchase and easily initialize the return request.

Features of Magento 2 Return Management Extension:

- The admin can enable or disable the module.
- Manage RMA Request List, Resolution, Status, Condition and Reason.
- Create new Return Request from frontend.
- View the list of return request.
- Create a Return Order from Admin.

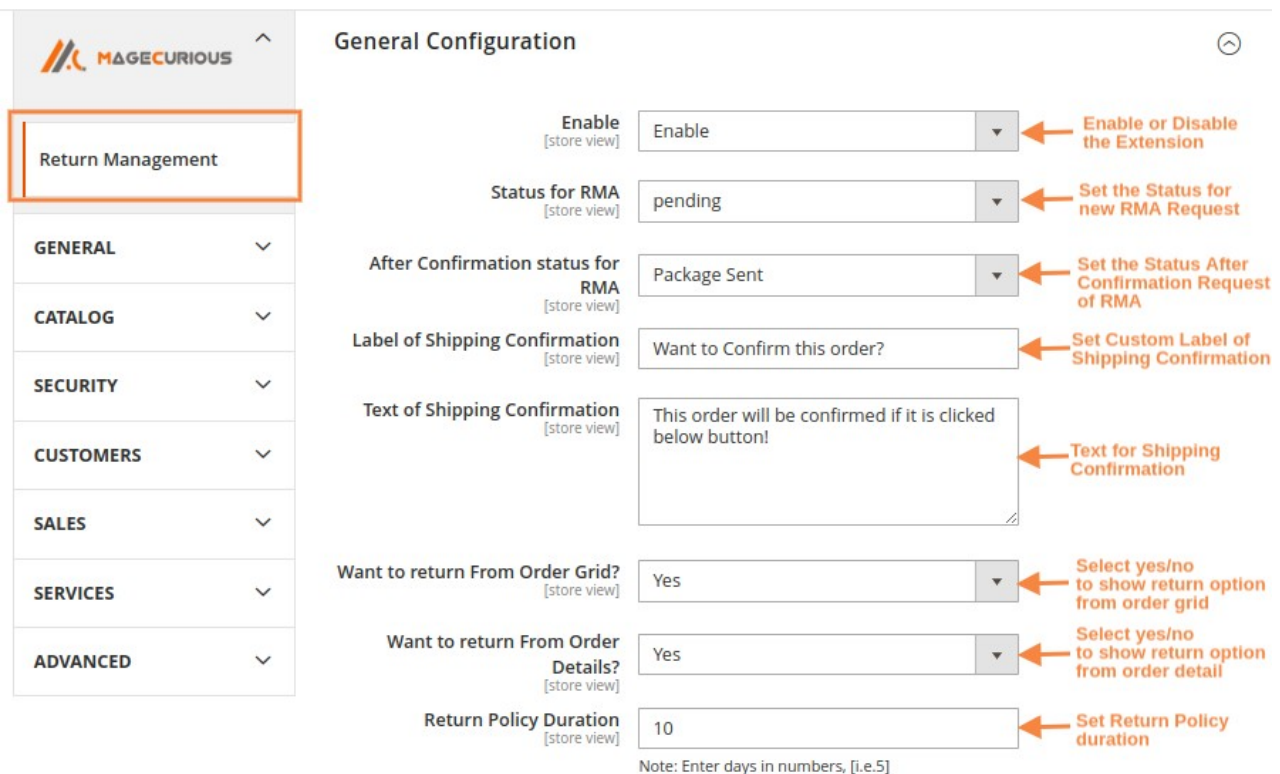
↳ How to Configure Extension

Step 1 :

To Configure Extension go to **Stores -> Settings -> Configuration -> Magecurious -> Return Management**

Step 2 :

General Configuration :



General Configuration

- Enable** [store view]: Enable Enable or Disable the Extension
- Status for RMA** [store view]: pending Set the Status for new RMA Request
- After Confirmation status for RMA** [store view]: Package Sent Set the Status After Confirmation Request of RMA
- Label of Shipping Confirmation** [store view]: Want to Confirm this order? Set Custom Label of Shipping Confirmation
- Text of Shipping Confirmation** [store view]: This order will be confirmed if it is clicked below button! Text for Shipping Confirmation
- Want to return From Order Grid?** [store view]: Yes Select yes/no to show return option from order grid
- Want to return From Order Details?** [store view]: Yes Select yes/no to show return option from order detail
- Return Policy Duration** [store view]: 10 Set Return Policy duration

Note: Enter days in numbers, [i.e.5]

Enable : Enable or Disable Module.

Status for RMA : You can see the dropdown of new rma status that is set from admin.

After Confirmation status for RMA : You can see the dropdown of after confirmation status for RMA that is set from admin.

Label of Shipping Confirmation : Set Custom Label of Shipping Confirmation.

Text of Shipping Confirmation : Custom Text of Shipping Confirmation.

Want to Return from Order Grid : Select Yes / No to show Return Option from Order Grid.

Want to Return from Order Detail : Select Yes / No to show Return Option from Order Detail.

Return Policy Duration : Set the Return Policy duration.

Conditions Of RMA



Greatest size of attachment (Picture) in MB <small>[store view]</small>	<input type="text" value="2"/>	← Set the Picture Size of Uploaded Image
Permit to request if order status is from <small>[store view]</small>	<ul style="list-style-type: none">completeclosedcanceledPayment ReviewPending PaymentpendingOn HoldProcessing	← Permit RMA request of selected order status

Greatest size of attachment (Picture) in MB : Set the Picture Size of Uploaded Image in MB.

Permit to request if order status is from : Permit RMA request of selected order status.

Email Templates For RMA



New RMA Email Templates
[store view]

New Rma Template (Default)



← Email
Templates for
RMA Email

RMA Comment Templates
[store view]

Comment Template (Default)



← Email Templates for
RMA Comment

RMA Department



Name Of RMA Department
[store view]

Store Name

← Set the Name of RMA
Department

Email Of RMA Department
[store view]

store123@gmail.com

← Set Email of RMA
Department

Address Of RMA Department
[store view]

india.....

← Set the
Address of
RMA

New RMA Email Templates : Email Template for new RMA Request.

RMA Comment Templates : Email Template for RMA Comment.

Name of RMA Department : Set the Name of RMA Department.

Email of RMA Department : Set Email of RMA Department.

Address of RMA Department : Set the Address of RMA.

Backend Configuration:

Step 3 :

Resolutions :

You can add new Resolution from “Add New Resolution” Button, after adding you can see grid below like this.

RMA Resolutions 🔍 🔔 👤 admin ▾

You can see below Grid for New Added Resolutions → [Add New Resolutions](#)

[Filters](#) | [Default View ▾](#) | [Columns ▾](#) | [Export ▾](#)

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

<input type="checkbox"/>	ID	Title	Code	Sort Order	Status	Created at	Updated at	Action
<input type="checkbox"/>	1	Damage	DA	1	Enable	Jan 18, 2024 11:12:53 AM	Jan 18, 2024 11:12:53 AM	Edit Resolution

Add New Resolution :

Add New Resolution 🔍 🔔 👤 admin ▾

← Back Reset [Save](#)

Resolution

active Yes

Title *

Code *

Sort Order *

You can see this screen when click on "Add New Resolutions" Button

Step 4 :

Status :

You can add new Status from “Add New Status” Button, after adding you can see grid below like this.

RMA Statuses 🔍 🔔 👤 admin ▾

You can see below Grid for Added RMA Status → [Add New Status](#)

⌵ Filters |
 👁 Default View ▾ |
 ⚙ Columns ▾ |
 📄 Export ▾

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

<input type="checkbox"/>	Id	Title	Code	Sort Order	Active	Created at	Updated at	Action
<input type="checkbox"/>	2	pending	pending	1	Enable	Jan 19, 2024 10:36:53 AM	Jan 19, 2024 10:36:53 AM	Edit Status
<input type="checkbox"/>	3	Package Sent	Package Sent	2	Enable	Jan 19, 2024 10:38:37 AM	Jan 19, 2024 10:38:37 AM	Edit Status

Add New Status :

Add New Status 🔍 🔔 👤 admin ▾

You can see this screen when you click on "Add New Status" Button

← Back Reset Save

Status

active Yes

Title *

Code *

Sort Order *

Step 5 :

Conditions :

You can add new Condition from “Add New Condition” Button, after adding you can see grid below like this.

RMA Conditions

You can see below Grid for Added RMA Conditions → [Add New Conditions](#)

Filters | Default View | Columns | Export

Actions | 1 records found | 20 per page | 1 of 1

<input type="checkbox"/>	ID	Title	Sort Order	Status	Created at	Updated at	Action
<input type="checkbox"/>	1	Damage	1	Enable	Jan 18, 2024 11:06:54 AM	Jan 18, 2024 11:06:54 AM	Edit Condition

Add New Condition :

Add New Condition

You can see this screen when you click on "Add New Condition" Button

← Back | Reset | [Save](#)

Condition

Active Conditions Yes

Title *



Sort Order *

Step 6 :

Reasons :

You can add new Reason from “Add New Reason” Button, after adding you can see grid below like this.

RMA Reasons



admin

You can see below Grid for Added RMA Reasons
Add New Reason



Filters
Default View
Columns
Export

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

	Id	Title	Sort Order	Active	Created at	Updated at	Action
<input type="checkbox"/>	1	Broken Glass	1	Enable	Jan 18, 2024 11:14:04 AM	Jan 18, 2024 11:14:04 AM	Edit Reason

Add New Reason :

Add New Reason



admin

You can see this screen when you click on "Add New Reason" Button
← Back
Reset
Save

Reason

active Yes

Title *

Sort Order *

Step 7 :

RMA List :

RMA List ← When new RMA request is received that is shown in this Grid 🔍 🔔 admin ▾

[Add New Rma](#)

Search by keyword 🔍 Filters 👁 Default View ▾ ⚙ Columns ▾ 📄 Export ▾

Actions ▾ 6 records found 20 ▾ per page < 1 of 1 >

<input type="checkbox"/>	Rma Id	Order Id	Customer Name	Order Increment Id	Created at	Updated at	Action
<input type="checkbox"/>	1	4	Test	000000004	Jan 18, 2024 11:15:11 AM	Jan 18, 2024 11:15:11 AM	Edit
<input type="checkbox"/>	2	4		000000004	Jan 18, 2024 11:15:46 AM	Jan 18, 2024 11:15:46 AM	Edit
<input type="checkbox"/>	3	4		000000004	Jan 18, 2024 11:28:20 AM	Jan 18, 2024 11:28:20 AM	Edit
<input type="checkbox"/>	4	3		000000003	Jan 18, 2024 11:29:16 AM	Jan 18, 2024 11:29:16 AM	Edit

Frontend Functionality:

My Account -> RMA -> RMA List

Customer can Manage Return from here.

RMA list ← RMA List on Frontend

New Request for RMA

RMA ID	Order ID	Date	RMA Status	Action
3	000000005	February 02 , 2024	Pending	View

1 Item

Show per page

My Account -> My Orders

Customer can return from My Order Section.

My Orders ← Return from My Order on Frontend

Order #	Date	Order Total	Status	Action
000000008	1/18/24	\$112.00	Pending	View Order Reorder
000000007	1/18/24	\$69.00	Complete	View Order Reorder Return
000000006	1/18/24	\$80.00	Pending	View Order Reorder
000000005	1/18/24	\$69.00	Pending	View Order Reorder
000000004	1/18/24	\$54.00	Complete	View Order Reorder Return
000000003	1/18/24	\$52.00	Complete	View Order Reorder Return

6 Item(s)

Show per page



New Request for RMA.

Return Process ← When you Click on "New Request for RMA" button you can see this screen fill the details

New Return Request for Order:-

Please Select your order for Return

you have ordered this product on 2024-02-02 and your order Id is #000000003, Order Status : your order stat ▾


[VIEW ORDER](#)

Create RMA

Information of Requested Order

Order No.: #000000003	Order Shipping Address:
Customer Name: Test Test	Santa Claus Lane North Pole Alaska US 99705 907-777-7403
Email Address: testdemo@gmail.com	

Items in this Order

<input checked="" type="checkbox"/>		Quantity To Return * : 1 / 1
		Condition * : Package Broken ▾
		Reason * : I Need Big Size ▾
		Resolution * : Replace ▾

Additional Information * :

Replace



[Choose files](#) demo.jpeg

Allowed file types : jpg, jpeg, gif, png
Maximum file size : 2 MB

[Submit New Request](#)

View RMA Order:

View RMA Order [← View RMA Order on Frontend](#)

RMA: #3- Pending

Request Information

[Print Slip](#)

[Confirm Shipping](#)

RMA ID :	#3	Customer Name :	Test Test
Order :	#000000005 on February 02 , 2024(65.0000USD)	Contact of Customer :	Santa Claus Lane North Pole Alaska US 99705 907-777-7403
Status :	Pending		
Date Requested :	February 02 , 2024		

Requested Products

Product Images	Product Name	SKU	QTY	Condition	Reason	Resolution
	Proteus Fitness Jackshirt Size: S Color: Blue	MJ12	1	Package Broken	I Need Big Size	Replace

Add Message

[Choose file](#) No file chosen

Selected Images For This RMA

DEMO











[Submit](#)

RMA History

Test Test | February 02 , 2024

Replace

View RMA Order on Admin:

 DASHBOARD
 MAGECURIOUS
 SALES
 CATALOG
 CUSTOMERS
 MARKETING
 CONTENT
 REPORTS
 STORES


Edit RMA
You can see Submitted RMA List when you click on Edit Button

admin

← Back
Delete
Reset
Save

Edit RMA

GENERAL INFORMATION

RMA : #3

Order : #000000005 on 2024-02-02(65.0000USD)

Department name : Store Name

Department Email : store123@gmail.com

Department Address : india.....

CONTACT INFORMATION:


Customer Name : [Test Test](#)

Customer Email : testdemo@gmail.com

Customer Orders : 2 Orders By Customer

Contact of Customer :
Santa Claus Lane
North Pole
Alaska
US
99705
907-777-7403

REQUESTED RMA PRODUCTS

Product Images	Product Name	SKU	QTY	Condition	Reason	Resolution
	<p>Proteus Fitness Jackshirt</p> <p>Size: S</p> <p>Color: Blue</p>	MJ12	1	Package Broken	I Need Big Size	Replace

SELECTED IMAGES FOR THIS RMA

DEMO


ADD MESSAGE

Status * Pending

Message *

Select Image Upload Select from Gallery

Maximum file size: 2 MB. Allowed file types: JPG, PNG.



[Browse to find or drag image here](#)

Want to send email to a customer? No

RMA COMMENTS

Test Test | February 02, 2024

Replace

 Copyright © 2024 Magento Commerce Inc. All rights reserved.

Magento ver. 2.4.6-p3
[Privacy Policy](#) | [Report an Issue](#)



Still Have any Doubt's ?

No Worries Just Contact Us Using Our Email / Phone

Phone : +91 8980534268 , +91 8160580207

Email : support@magecurious.com

Thank You !!!