AXIOPRAX FIXES · D11 · SUPPORT

Self-serve returns setup checklist

Let customers request returns from their order page, checked against your rules.

- ☐ **Set return window, return shipping and restocking fee**
  Settings > Policies > Return and cancellation rules
- ☐ **Add final sale collections or products**
  Same rule > Applies to
- ☐ **Confirm the store uses the newer customer accounts**
  Settings > Customer accounts. Legacy accounts do not work
- ☐ **Turn on Return (or Self-serve returns and cancellations)**
  Settings > Customer accounts > Order actions > Manage
- ☐ **Rewrite the three return emails in your voice**
  Settings > Notifications > Returns
- ☐ **Check staff get return request emails**
  Settings > Notifications > Staff order notifications
- ☐ **Test: request, approve, decline, final sale**
  One fulfilled test order

Daily review routine

- Orders > Customer request filter.
- Review request > choose return shipping > Approve, or Decline with a reason.
- Refund and restock only after the items are back and inspected.
- Deduct any return fees yourself when refunding.

Sources: Shopify Help Center pages listed on the fix page (checked Nov 2026). Full fix: axioprax.com/fixes/let-customers-start-returns-shopify