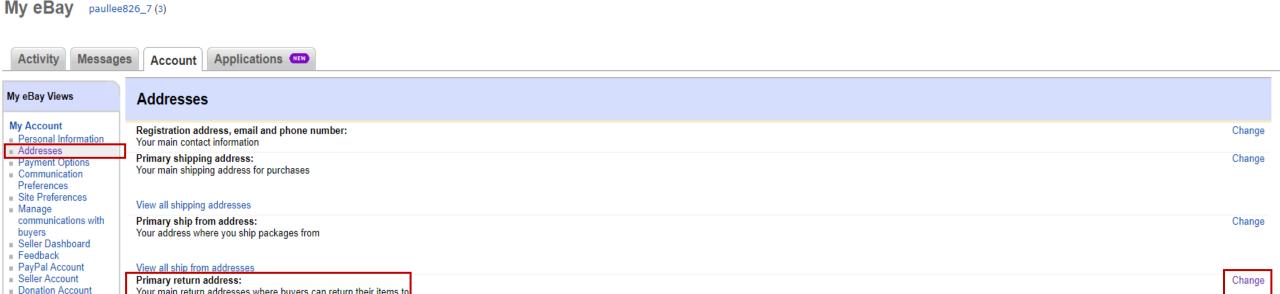
# eBay Return Setup

- Set OC return center's address as "Primary return address"
- Return Rule Setup: A) Auto Return Rule B) RMA Setup

## Set Return Helper's address as "Primary return address"

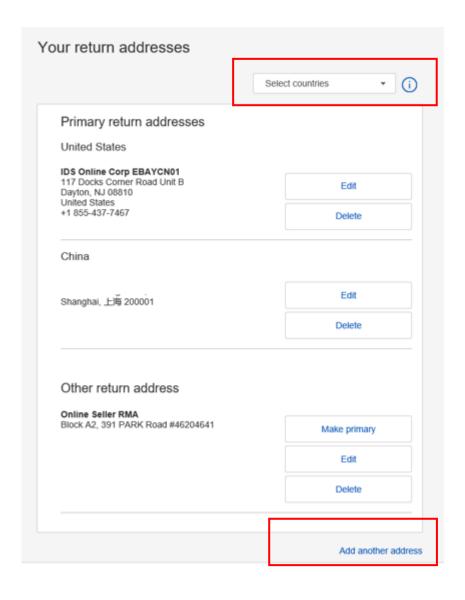


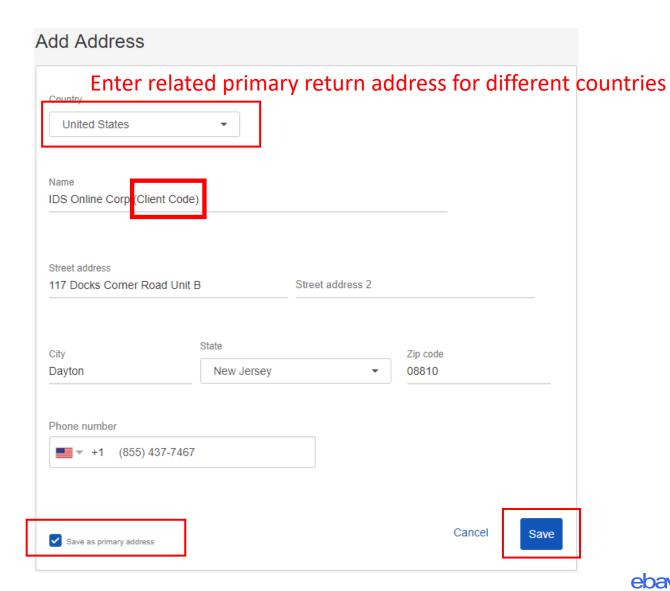
eBay Account>Addresses>Primary return address>Click "Change" Click "Edit" and then input Return Helper's address in return address

Your main return addresses where buyers can return their items to



## Set Primary Return Address

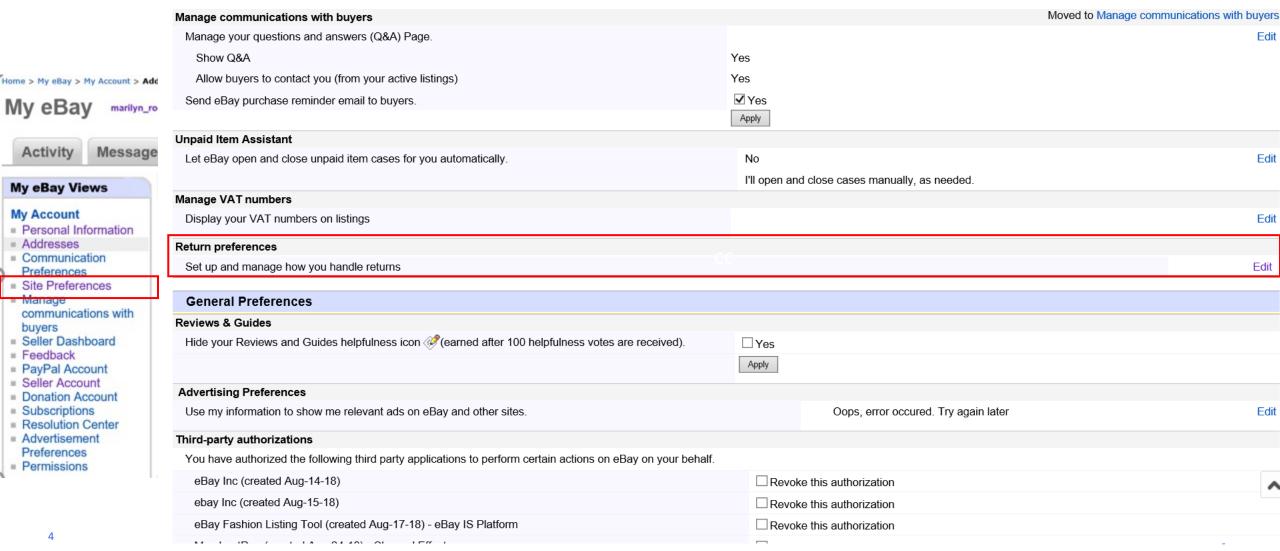






#### Return Rule Setup

#### eBay Account>Site Preference > Return preference>Click "Edit"

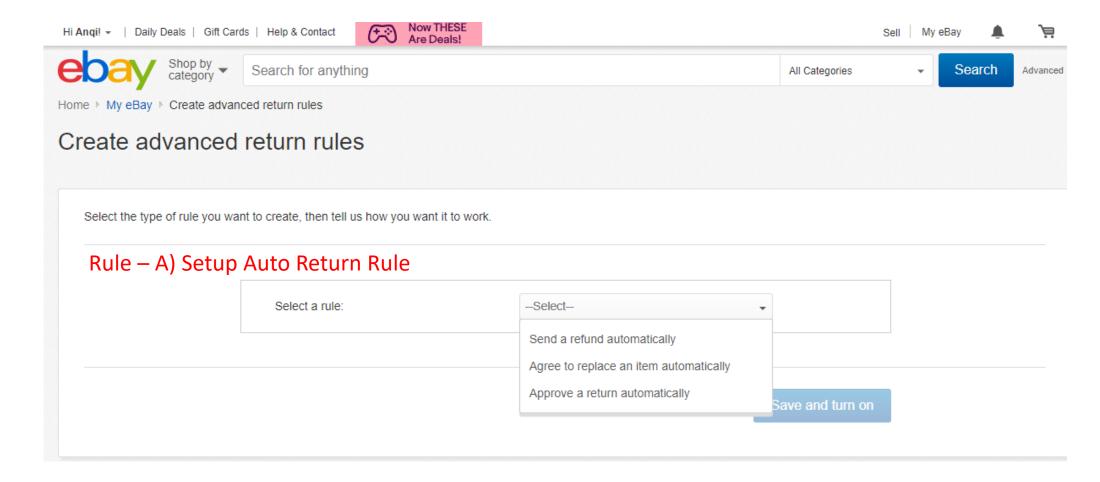


Activity

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buyers

### Return Rule Setup – A) Auto Return Rule

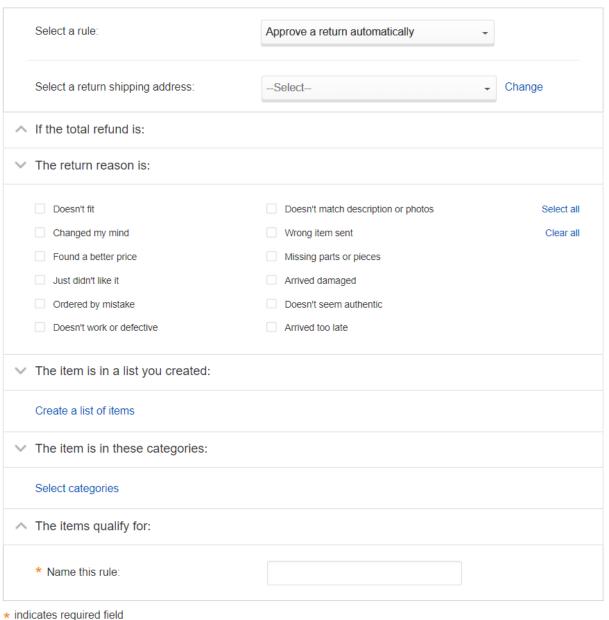




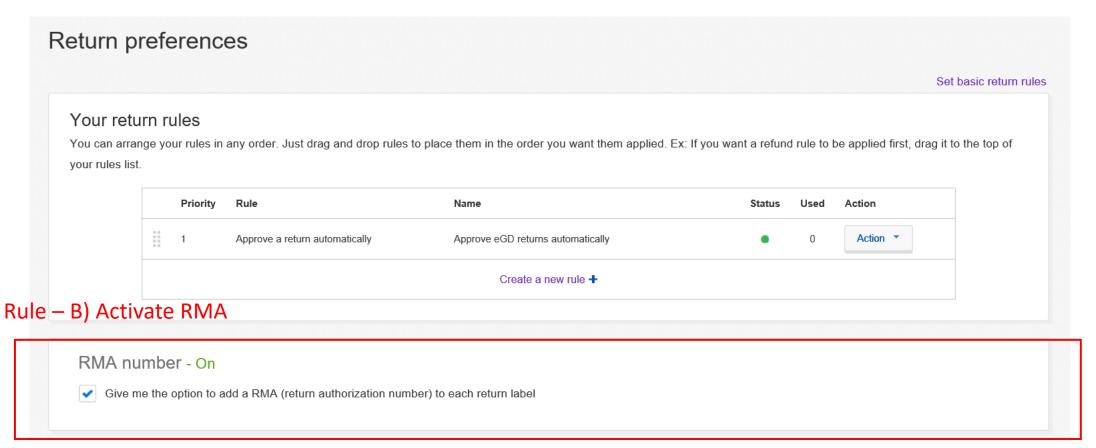
#### Return Rule Setup – A) Auto Return Rule

Sellers can set automatic return rules based on refund amount, return reason, return item and item category

https://www.ebay.com/rtn/Return/SellerRules



### Return Rule Setup – B) RMA Setup

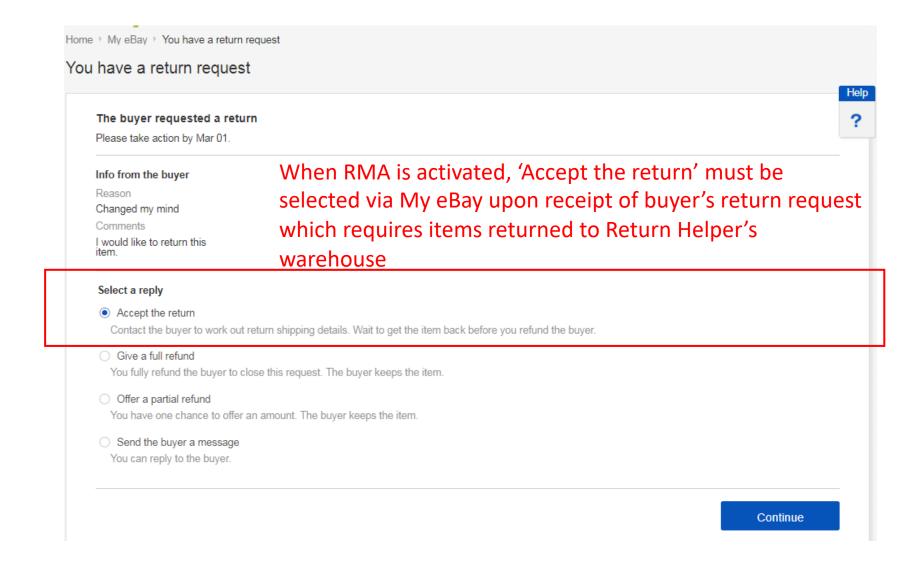


#### RMA activation is necessary for

- manual handling of return process;
- independent handling of particular return request;
- applying non-eBay return label

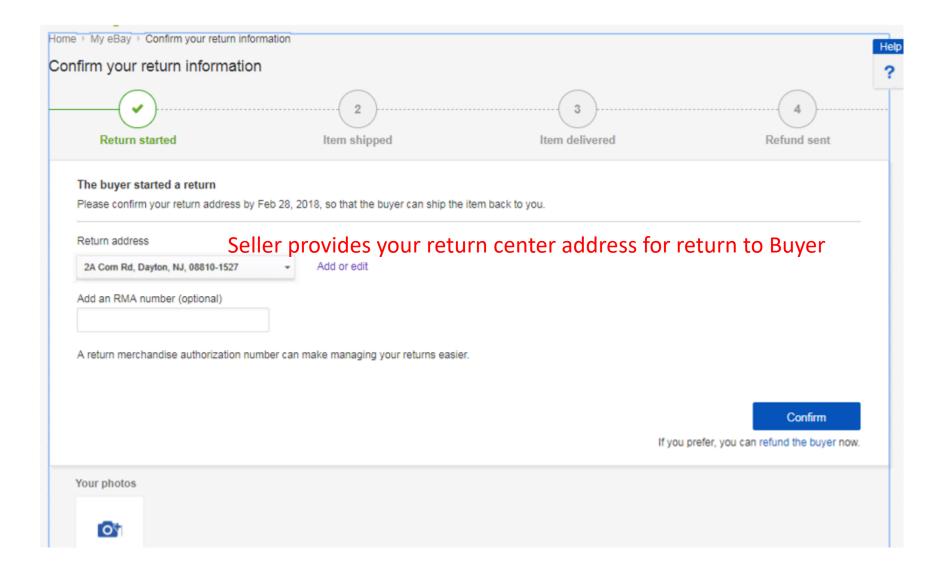


#### RMA process – Seller receive return request



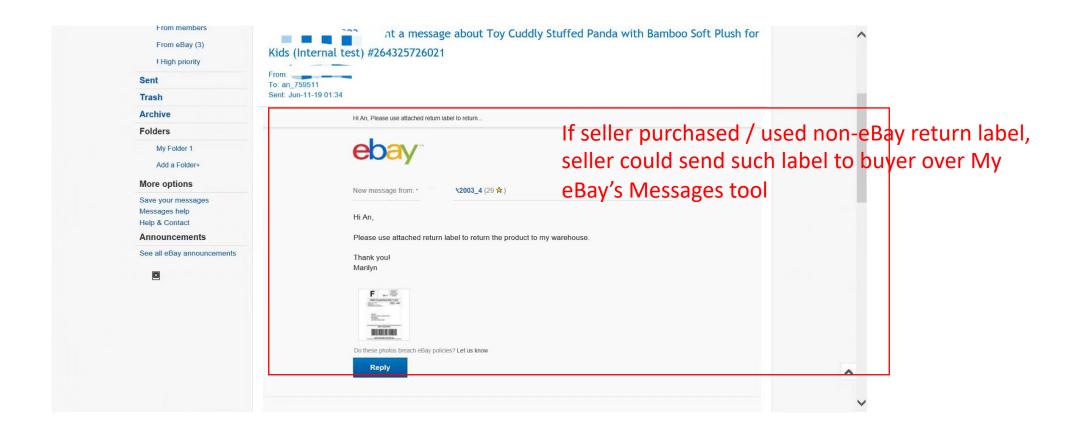


#### RMA Process – Seller receive return request





### RMA Process – Buyer receive Return Helper's return label





### RMA Process – Buyer receive return address

