



PakUde.com
Return/Exchange Procedure
V1.0

TECHNICAL CONTACT

Email: info@pakude.com

REVISION HISTORY

No	Description (CHANGES)	Date	Edited By
1	Skeletal Version 1	8/12/2020	Firdaus

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INTRODUCTION

PakUde.com is wholly owned by Solusi Ciptaan Sdn. Bhd., providing and focusing on Community e-Sales platform. This platform is to ensure faster and a more convenient way to deliver products especially to community members with door-to door delivery.

OVERVIEW

This document is to be used by users of PakUde with valid account. Only accessories products are allowed to be returned or exchanged. Seller(s) has the right to turn off return Return/Exchange feature for their products. Valid products that are returnable has a sticker on the product details as shown in Figure 1.

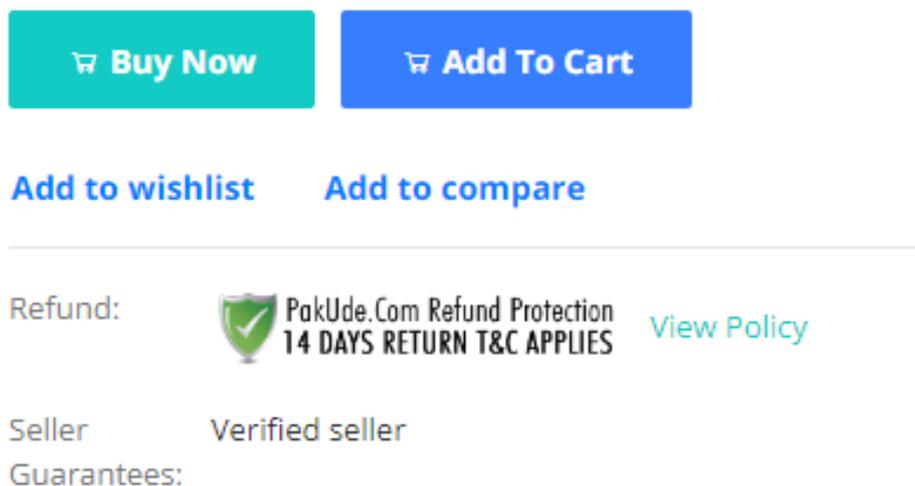


Figure 1 Refund sticker

Customer are advised to practice due care upon placing an order since PakUde do not encourage exchanges of products more than once.

A typical flow of return or exchange are illustrated in Figure 2 and Figure 3.

Return Procedure Overview

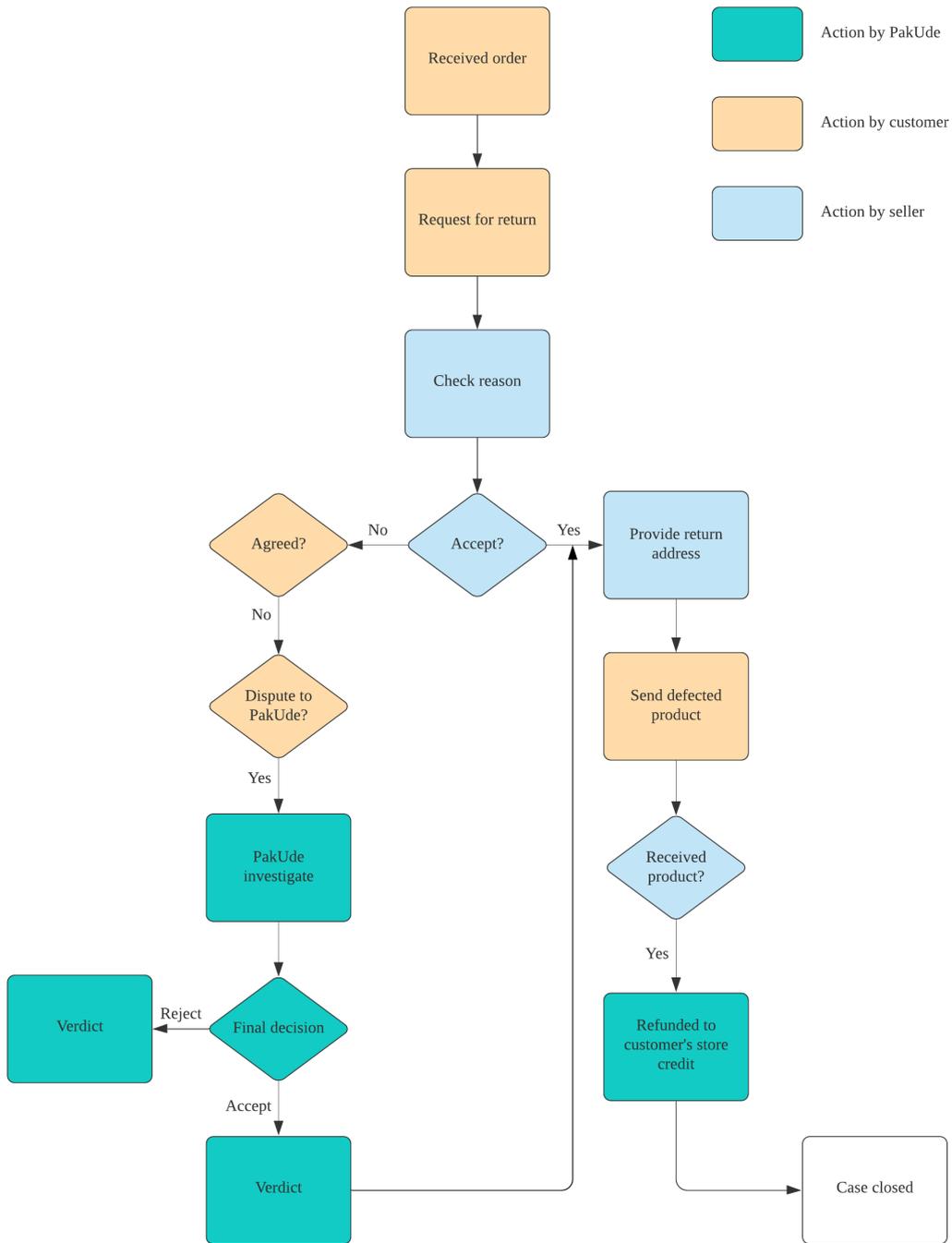


Figure 2 Return Procedure

Exchange Procedure Overview

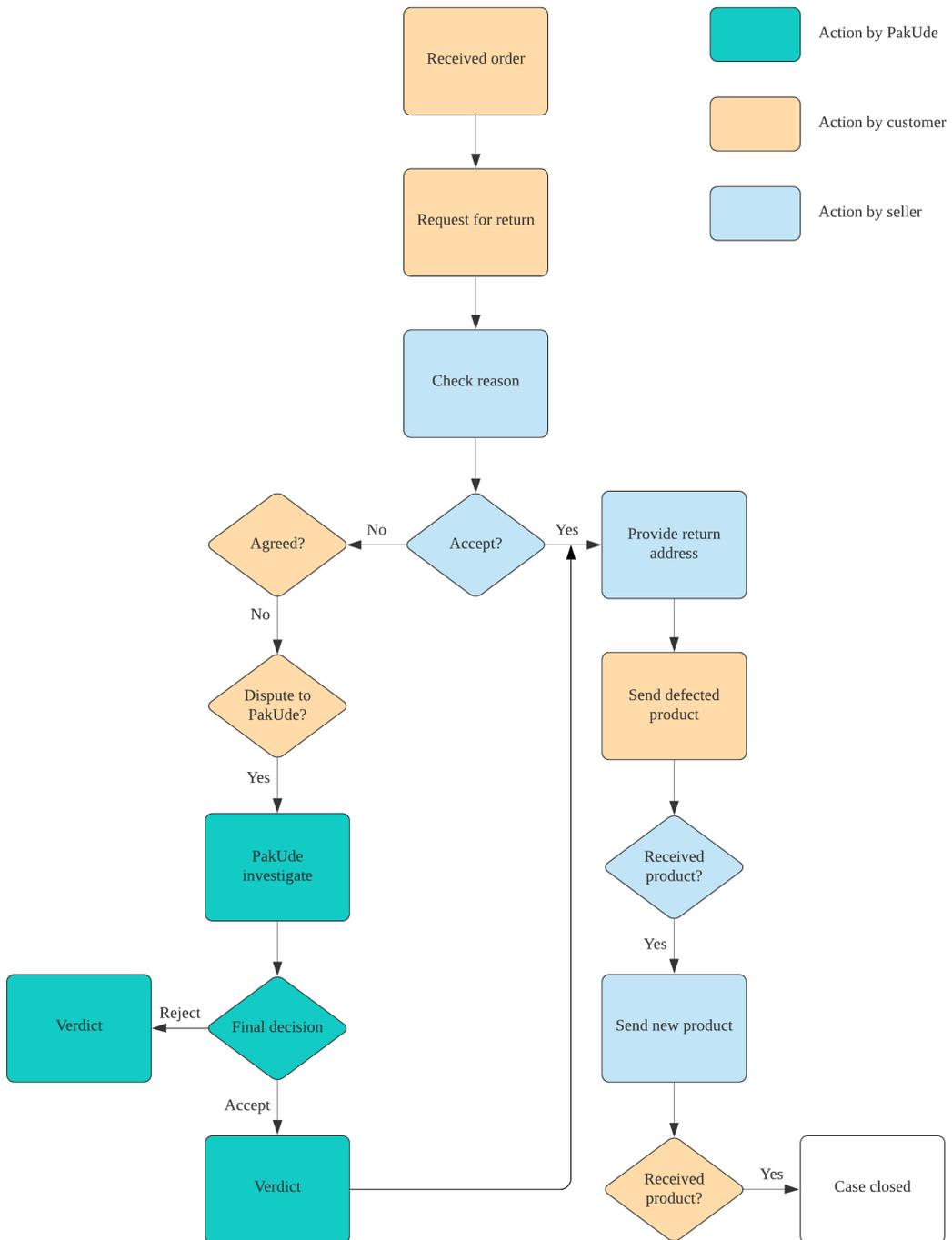


Figure 3 Exchange Procedure

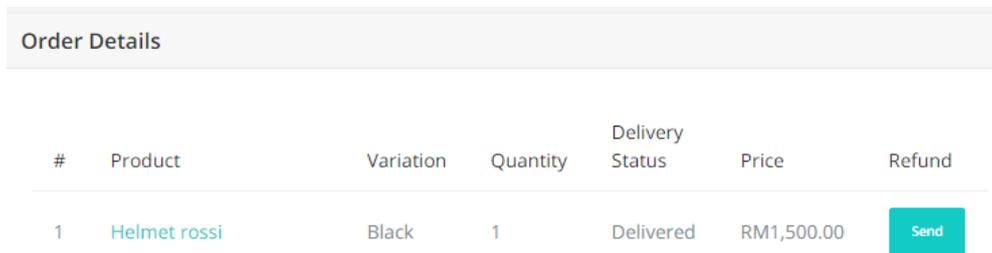
Detailed Procedure

Return/Exchange

A Return procedure on PakUde works as follows:

**This procedure will apply to Exchange procedure as well, unless stated otherwise.*

1. Button for return will only be visible after customer has confirmed to receive an order.
2. Return/Exchange are only available for 14 calendar days after the date from the customer received it.
3. After customer has confirmed "Order Received", click on Order Details.
4. In section "Order Details", click button "Send". Refer Figure 4.



#	Product	Variation	Quantity	Delivery Status	Price	Refund
1	Helmet rossi	Black	1	Delivered	RM1,500.00	Send

Figure 4 "Order Details" section

5. Fill in your reasons to submit a return request. **refer Figure 5*
 - a. Return Type
 - Return (money will be refunded to customer's store credit after return process done)
 - Exchange (customer will get a new product shipped by seller)
 - b. Reason for Return/Exchange
 - Received an incomplete product
 - Received the wrong products
 - Received a product with a physical damage
 - Received a faulty product
 - Other reasons
 - c. Description
 - Optional unless "Other Reasons" is selected
 - d. Required if Upload photos
 - Upload photos for proof of defected product

Return Product Request Home > Dashboard > Return Product Request

Helmet rossi - Black

Return Type *

Reason for Return/Exchange *

Description (optional)

Refer to [Return Policy](#) to learn more.

Figure 5 Reason for return/exchange

Confirm Refund/Exchange ✕

Are you sure you want to request for Refund/Exchange?

In the event of any dispute, PakUde reserves the sole right to make the final decision.

Figure 6 Confirm Return Request

6. Customer will be redirected to “Sent Refund Request” page. This page will show all return/exchange requests that customer has requested. Customer now has to wait for seller to respond to the request.
7. Seller will be notified of a new return request.

Refund Request							
#	Date	Order ID	Product	Amount	Type	Status	Details
1	08-12-2020	20201206-07150230	Helmet rossi	RM1,500.00	Exchange	PENDING	Show

Figure 7 Return/exchange request

8. Click on “Show” button for more details about the request. Seller also can make a conversation with customer to request more details about the return/exchange, etc.

Exchange For Helmet Rossi - Black (20201206-07150230) 

Between you and Pasha

Order code:
20201206-07150230

Reason for exchange: Incomplete product

 **Customer has chosen to exchange the product**

Accept

Reject

Type your reply

 Upload photo

Send

Figure 8 Conversation of seller's side

9. If seller decides to accept the return/exchange, he/she will be required to insert details of:
- Name
 - Address and phone number

**refer Figure 9*

Details for return product ×

Your Name

Address: i-Sovo, i-City
Postal Code: 40000
City: Shah Alam
Country: Malaysia
Phone: +60137601000

Address: E-103-A, Jalan Cyberia 5 Cyberia Smarthome Townvilla 2
Postal Code: 63100
City: Cyberjaya
Country: Malaysia
Phone: 0137681880

+
Add New Address

Submit

Figure 9 Seller insert return address

10. A message will be automatically sent to customer providing the name and return address. Customer has the option to insert a tracking number in the section provided. If customer decides to input a tracking number to the section provided, a message will be automatically sent to the seller. However, customer also can provide a tracking number or an image of tracking number without entering the tracking number in the section given.

**Refer Figure 10 for section to insert tracking number for customer*

i Seller has accepted the exchange

Please insert your tracking number.

Insert tracking number **Submit**

Figure 10 Customer provide tracking number

11. After customer has sent the product for return/exchange, seller has to click “Product Received” to acknowledge that seller has received the defected product.
- If return type is “Return”, by confirming to receive the product, total order price will be refunded to the customer’s store credit. **Refer Figure 11*
 - If return type is “Exchange”, seller has to confirm to receive the product first and will provide a new tracking number to the customer for the new product.

Product Received



Confirm you have received the product? Your sale from this order **(RM1,462.50)** will be deducted and will be transferred to Pasha.

Cancel

Confirm

Figure 11 Confirmation if Return type is chosen

**From this point onwards, all procedures are only applicable to Exchange procedure.*

12. A message will be automatically sent to customer, asking if he/she wants the product to be shipped using a same address or new address.
13. After few messages and seller has shipped the exchanged product, customer has to confirm to receive the new product. Customer has to inspect carefully the new product before confirming, because after customer has confirmed, the case will be closed and no further action is required by both parties.

Confirm Received Product



Confirm you have received and inspected new product?

By clicking "Confirm", this exchange case is solved. There is no return or refund after you confirm.

Cancel

Confirm

Figure 12 Confirmation from customer in Exchange procedure

Dispute

In the event of dispute, PakUde has the right to make a final decision based on the conversation between seller and customer. By calling dispute, both parties have agreed to the final decision made by PakUde, and will comply with that final decision.

Calling dispute by seller/customer

If any party is dissatisfied with the outcome of the Return/Exchange, one of them can call dispute to PakUde. The steps are as follows:

1. Click on the Info icon on top right corner. An option to dispute to PakUde will appear.
2. Confirm to dispute to PakUde

**Refer Figure 13*

Return For Helmet Rossi - Black (20201207-11424534)

Between you and Firdaus
Cuba Teka

Order code:
20201207-11424534

Reason for return: Wrong product

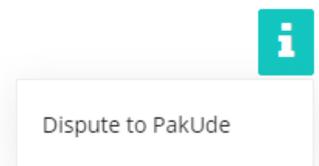


Figure 13 Option to dispute to PakUde

Moderator from PakUde will join the discussion and investigate the return/exchange case. Note that moderator can ask for more details from both parties to further investigate the case. Once the moderator has the final decision, he/she will then give the final reason and final verdict about the case. Once the final decision is decided, both customer and seller will have to comply to the final decision. Figure 14 shows example of a return/exchange case decided by PakUde.

Return For Helmet Rossi - Black (20201207-11424534)

Between you and Firdaus
Cuba Teka

Order code:
20201207-11424534

Reason for return: Wrong product

Pasha requested for dispute at 08 Dec 2020 16:40
Moderator: Moderator 1

Final Decision: Reject
Final Verdict: Customer did not give any valid reason to seller about why he wanted to return the product. No details are given even after seller has requested for more details.

Figure 14 Example of return/exchange decided by PakUde