

# REFUNDS LIST

Tools > Reports > Transactions > Refunds List


The Refunds List displays all products, services, series and sundries that were refunded in the specified date range. For each refund the report shows the date, the item, the quantity and the value. If the item is a product, then the action and the reason are also displayed. At the end of the report, you can view the totals for each item type, as well as overall refunds. This report will help you monitor refunding practices within your business, which can assist with developing strategies to reduce the number of refunds occurring.

## Refunds List

**From:** Wednesday, 13 January, 2016

**To:** Wednesday, 14 December, 2016

**Time Period:** 337 Days ( 48.1 Weeks )



**Peppermint Park**

Date	Item	Action	Refund Reason	Refunded	Amount
1/03/2016	Youngblood Liquid Foundation Sun Kissed	Returned	Defective	-1	-\$79.95
18/03/2016	6 x Full Leg IPL Series		Other	-1	-\$180.00
18/03/2016	6 x 1/2 Leg IPL Series		Other	-1	-\$96.00
6/04/2016	Dermalogica Soothing Eye Make-Up Remover 118ml	Back to Stock	No reason provided	-1	-\$38.00
6/04/2016	Dermalogica Special Cleansing Gel 500ml	Back to Stock	Incorrect Product	-1	-\$51.00
6/04/2016	Dermalogica Dermal Clay Cleanser 250ml	Back to Stock	Incorrect Product	-1	-\$51.00
28/09/2016	Ella Baché Savon Adoucissant	Back to Stock	Incorrect Product	-1	-\$30.00
5/10/2016	Mens Cuts Mens Clipper Cut		Other	-1	-\$20.00
5/10/2016	Mens Cuts Cut Throat Shave		Other	-1	-\$20.00
6/10/2016	Ladies Cuts Ladies Style Cut		Other	-1	-\$55.00
3/11/2016	Sundry Item		Other	-1	-\$40.00
3/11/2016	Sundry Item		Other	-1	-\$40.00
3/11/2016	Sundry Item		Other	-1	-\$40.00
12/12/2016	American Crew Power Cleanse Shampoo 250ml	Back to Stock	Incorrect Product	-1	-\$23.95

	Count	Value
<b>Refunded</b>	<b>-14</b>	<b>-\$786.90</b>
<i>Products</i>	<b>-6</b>	<b>-\$295.90</b>
<i>Services</i>	<b>-3</b>	<b>-\$95.00</b>
<i>Series</i>	<b>-2</b>	<b>-\$276.00</b>
<i>Sundry</i>	<b>-3</b>	<b>-\$120.00</b>

Products	Count	Value
Discarded	0	\$0.00
Returned	-1	-\$79.95
Back To Stock	-5	-\$215.95

Refund Reason	Count
No reason provided	1
Defective	1
Incorrect Product	4
Other	8

Note: Figures are GST inclusive

- ITEM**  
 The item that was refunded.
- AMOUNT**  
 The value of the refund.
- REFUNDED**  
 The quantity that was refunded.
- REFUND REASON**  
 The reason that was selected by the operator when the refund occurred.
- ACTION**  
 The action that was selected by the operator when the product was refunded.
- ACTION TOTALS**  
 This section shows the total count and total value of products that were discarded, returned to the manufacturer, and added to stock.

- DATE**  
 The date when the refund was processed.
- TOTALS**  
 This section shows the total count and total value for: all refunds, product refunds, service refunds, series refunds and sundry refunds.
- REASON TOTALS**  
 This section shows the number of products that were refunded for each reason.

