

Returns and Refunds Process.



A step-by-step guide to managing returns in Mirakl.

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Mirakl Return & Refund Process

Sellers must follow the Return/Refund process outlined below as some configuration is specific to Tesco and may differ from standard Mirakl configuration

Partial Refunds are not available and should not be offered to customers. Only full refunds are permitted.

1. Return Requested by Customer

Customers must request & process Marketplace returns through Tesco.com; customers who send items outside of this process will not receive refunds.

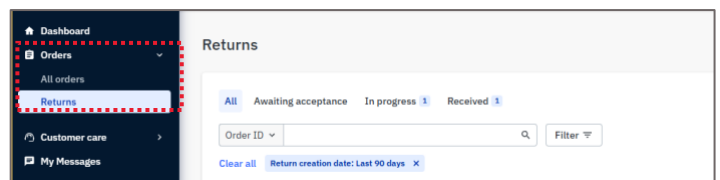
Sellers must not include any returns details in the dispatched orders, to ensure customers do not return products without initiating through the returns process on Tesco.com.

2. Receive Request

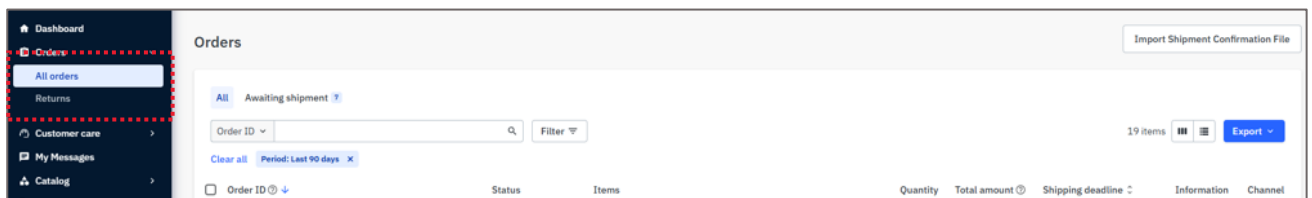
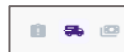
You will see the request in Mirakl or via your own order management system depending on your integration method.

On Mirakl there are two ways to view your returns:

1. In **'Orders'** under **'Returns'**

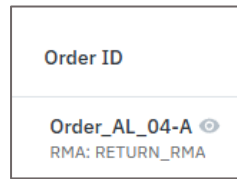


2. In **'Orders'** under **'All orders'**- the Order will show a small van icon in the **'Information'** column, indicating that a return has been opened for the order:



3. Approve/Reject Return Request

- Click on the **Order ID** from the 'Returns' tab.



- Review the customer's return request, including the reason and description, using the table below.

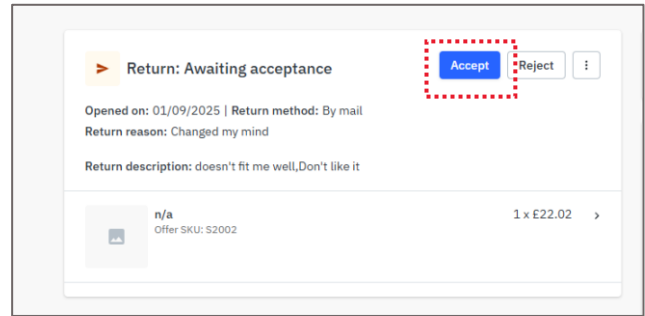
Return reason mapping in Mirakl

Reason customer selects on Tesco.com Portal	Reason code shown in Mirakl
Arrived too Late	Other
Change of Mind	Change of Mind
Damaged	Broken Item
Faulty	Defective Item
Missing Item	Missing Item
Ordered by Mistake	Don't want the product anymore
Wrong Item or Wrong Item Sent	Delivered product different to product ordered

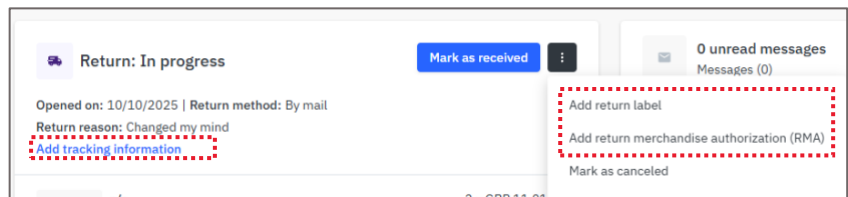
3a. Accept Return

If accepting a return:

- Click **Accept**



- Add return tracking details, return labels and return merchandise authorisation (RMA) for audit purposes



Please email the returns label directly to the customer outside of the Mirakl platform.

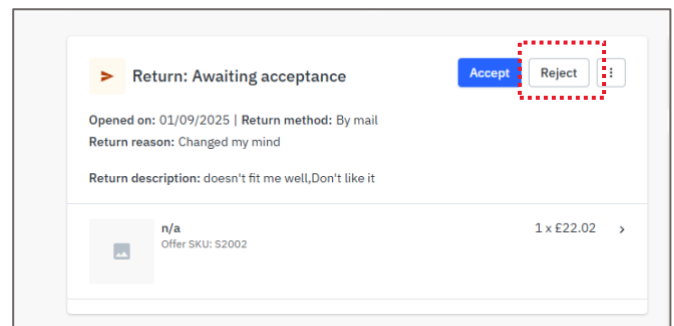
Please note: If you wish to issue a refund but do not require the product to be returned (i.e. a *returnless refund*), you should still accept the return following the standard '**Accept** flow and '**Compliant Return**' steps from this guide in Mirakl.

However, you must also communicate directly with the customer to let them know that the item does not need to be returned.

3b. Reject Return

If rejecting a return:

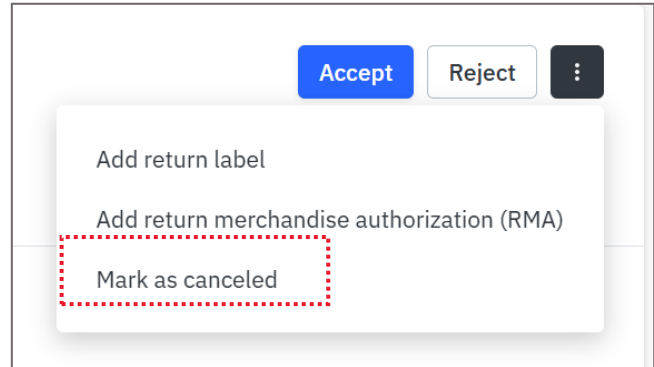
- Communicate reason for rejection to customer and give 5 working days to dispute
- After 5 days, click **Reject** in Mirakl and list reason for rejection
- **Close** return.



3c. Cancel Return

If you have resolved the return request with customer outside of Mirakl and the return is no longer required:

- Click the 3 dots
- Mark as the return as **Cancelled**



4. Post Item and Payment

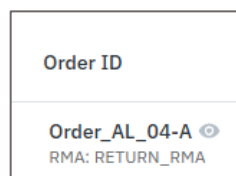
Customers should post the item back as soon as possible.

When a customer wishes to return an item for ANY reason, including change of mind or a fault, you, as the seller, will be responsible for managing the customer return and covering all associated costs.

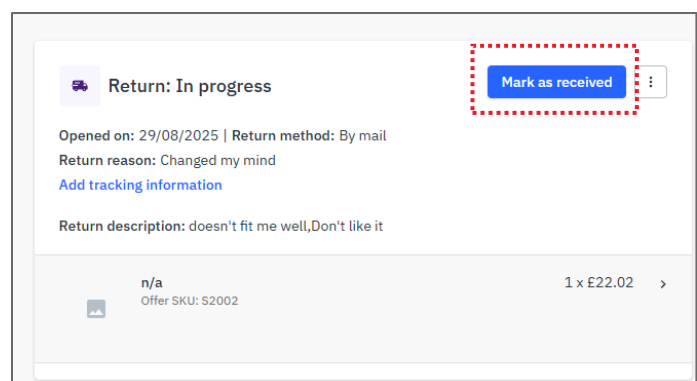
5. Receive Return

Once the returned item arrives back with you, mark it as '**Received**' in Mirakl.

- Click on the **Order ID** from the '**Returns**' tab.



- Mark return as **Received**



6. Complete Compliance Check

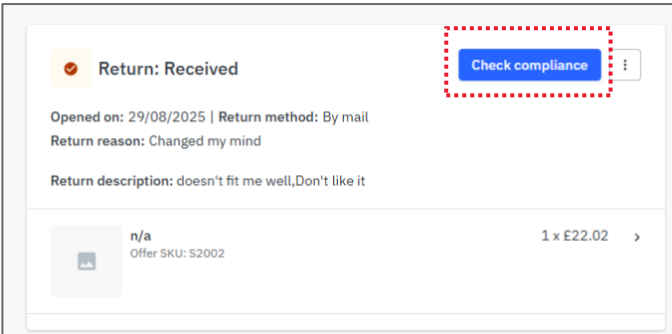
Please note:

Before marking a customer return as 'Closed', sellers must complete the **Compliance Check** to determine whether a refund should be issued to the customer.

If you close a return without completing the Compliance Check, the return will be treated as eligible for a full refund, which will be issued to the customer automatically.

You are responsible for ensuring the Compliance Check is completed accurately before closing a return. Refunds issued in error will not be reversible and sellers will not be reimbursed in such cases.

- Once Return has been marked as **Received**, complete the **Compliance Check**



The screenshot shows a return card with the following details:

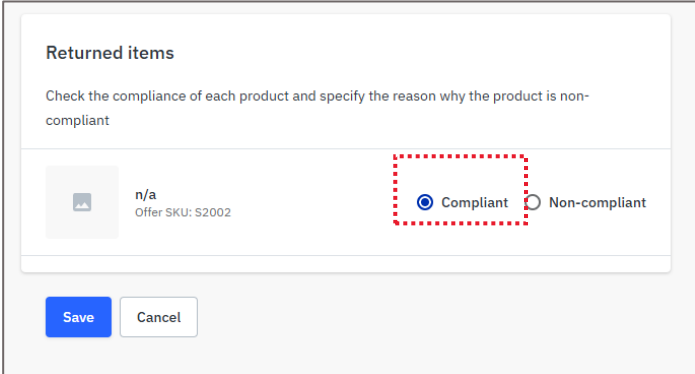
- Status: Return: Received
- Opened on: 29/08/2025 | Return method: By mail
- Return reason: Changed my mind
- Return description: doesn't fit me well, Don't like it
- Product: n/a Offer SKU: S2002
- Quantity: 1 x £22.02

A blue button labeled "Check compliance" is highlighted with a red dashed box in the top right corner.

6a. Compliant Return

- To approve a refund for the customer, select **Compliant**.
- Click **'Save'**

This **will** process a refund to the customer.



The screenshot shows the "Returned items" section with the following details:

- Product: n/a Offer SKU: S2002
- Compliance options: Compliant, Non-compliant

The "Compliant" radio button is highlighted with a red dashed box. At the bottom, there are "Save" and "Cancel" buttons.

6b. Non-Compliant Return

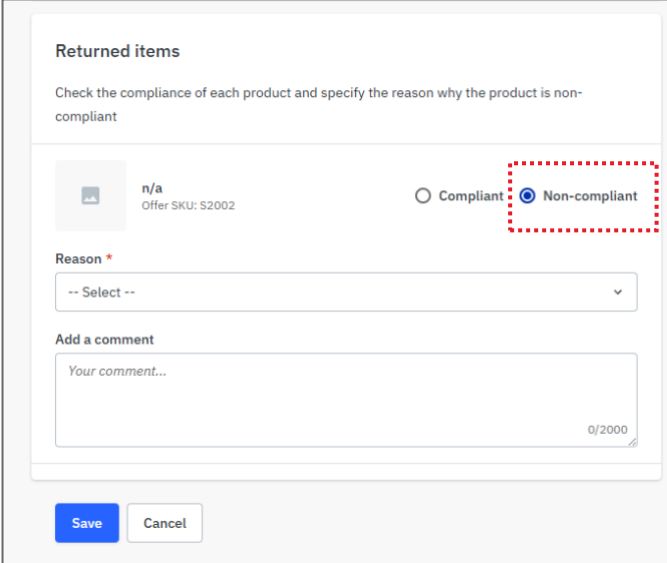
If the customer is not eligible for a refund:

- Communicate the decision directly to them
- Allow **5 working days** for them to dispute it

After 5 days, if you are proceeding with denying the refund:

- Select '**Non-compliant**'
- Choose the appropriate reason from the dropdown menu.
- Add comments providing further details
- Click '**Save**'

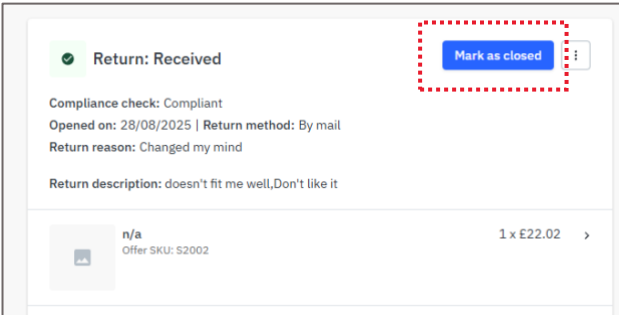
This **will not** process a refund to the customer.



The screenshot shows a form titled "Returned items" with the instruction "Check the compliance of each product and specify the reason why the product is non-compliant". The product information is "n/a Offer SKU: S2002". There are two radio buttons: "Compliant" and "Non-compliant", with the latter selected and highlighted by a red dashed box. Below this is a "Reason" dropdown menu currently showing "-- Select --". There is also a text area for "Add a comment" with a placeholder "Your comment..." and a character count "0/2000". At the bottom are "Save" and "Cancel" buttons.

7. Close Return

Once the return has been marked Compliant or Non-compliant, you must then **Close the return**.



The screenshot shows a summary page for a "Return: Received". It includes a green checkmark icon and the text "Return: Received". A blue button labeled "Mark as closed" is highlighted with a red dashed box. Below this, it shows "Compliance check: Compliant", "Opened on: 28/08/2025 | Return method: By mail", and "Return reason: Changed my mind". There is also a "Return description: doesn't fit me well, Don't like it". At the bottom, the product information "n/a Offer SKU: S2002" and the quantity "1 x £22.02" are displayed.

8. Refund Rules

Refunds will be automatically issued to the customer based on the following rules:

Mirakl action	Refund action by Tesco
Compliant Return & Closed	Full Refund Issued to Customer
Non-compliant Return & Closed	Refund not issued to Customer
Return Closed without Compliance Check	Full Refund Issued to Customer
Return Cancelled & Closed (when Seller has resolved return with customer directly and return/refund no longer required)	Refund not issued to Customer
Return Rejected & Closed (‘Not eligible for return’ or ‘Return window closed’)	Refund not issued to Customer