



Newegg Return Service

Newegg Return Service is a program that enables sellers to leverage Newegg as a customer returns processing center for orders placed on Newegg platforms. The customer returns are handled by Newegg's dedicated logistics infrastructure, or by Newegg's premier 3rd party logistics service providers.

Whether you are shipping on your own, or using logistics services including [Shipped by Newegg \(SBN\)](#) and [Newegg International Shipping Program \(NISIP\)](#), the Newegg Return Service will streamline your customer return processing, providing uniformity and an improved experience for Newegg customers around the world.

How It Works:

- Activate Newegg Return Service for the platform(s)* you are selling on by logging into your account on [Newegg Marketplace Seller Portal](#). Click [here](#) for a detailed Setup Guide for sellers on Newegg.com, Newegg Global; or [here](#) for sellers on Neweggbusiness.com, or Newegg.ca.
- Once activated, a customer can request an order return by logging into their Newegg account, selecting the item for return, and providing the return reason.
- Newegg will provide return instructions to the customer. Depending on the return reason, the customer will be offered an optional pre-paid return shipping label funded either by Seller or by the customer.
- The customer ships their return(s) to a designated Newegg Return Center.
- The Newegg Return Center receives, inspects, and vets the returned package(s), and product(s). Upon completion, the customer return is either processed with a refund or a replacement or it is rejected if the refund or return does not adhere to the return policy.

- Depending on the return type, a refund or a replacement order will be generated on the seller's behalf. A notification will be sent to the seller and customer via email.
- Newegg Return Center will temporarily accumulate your return inventory and ship it to your designated inventory return address.
 - Sellers must provide a U.S. based return center address if they're selling on the following platforms: Newegg.com, neweggbusiness.com, and Newegg Global.
 - Sellers must provide a Canadian based return center if they're selling on Newegg.ca
- You can also take other available inventory disposition options such as will-call pickup or onsite disposal upon written notification. You may review inventory disposition status in real time in the Newegg Marketplace Seller Portal.
- Available options for how your return inventory can be handled once received by a Newegg Return Center include:
 - For orders placed on Newegg.com, or neweggbusiness.com, customer returns will be handled by a U.S. based Newegg return center. From there, these centers can only ship the returned products to a designated U.S. inventory return address.
 - For orders placed on Newegg.ca, customer returns will be handled by a Canadian based Newegg return center. From there, these centers can only ship the returned products to a designated Canadian inventory return address.
 - You may pick up the product(s) from either a U.S. or Canadian based Newegg Return Center by providing Newegg with an advance written notice via email.
 - You may request Newegg to dispose of the product(s) through written authorization via email.
- If you are selling on Newegg platforms to customers outside of the U.S. and Canada (Newegg Global), customer returns are handled by Newegg and its global partners unless a local return address in the same country which sold product was shipped to is provided by you
- All returned product(s) received in international return centers will be shipped to a U.S. based Newegg return center for inventory disposition.

* For seller selling on [Newegg Global](#), all customer returns will be handled by Newegg by default with Newegg Return Service. Seller will also have option to opt-in “Local Return Address” if Seller has return addresses available in Newegg Global Countries while selling on Newegg Global.

Return Inventory Disposition Fee (Applies to Newegg.com, neweggbusiness.com, Newegg Global) Rates are based on U.S. currency.

Service	Per Standard Size Unit (Under 25 x 17 x 12 and <=20 lbs)	Per Oversize Unit (Over 25 x 17 x 12 or >20 lbs)
Return Inventory	\$0.60 + Shipping Charge	\$0.70 + Shipping Charge
Disposal / Will Call	\$0.20	\$0.35

Return Inventory Disposition Fee (Applies to Newegg.ca). Rates are based on Canadian currency.

Service	Per Standard Size Unit (Under 25 x 17 x 12 and <=20 lbs)	Per Oversize Unit (Over 25 x 17 x 12 or >20 lbs)
Return Inventory	0.78 CAD + Shipping Charge	0.90 CAD + Shipping Charge
Disposal / Will Call	0.26 CAD	0.45 CAD

Return Processing Fee

For sellers using Newegg Return Service for orders made on either Newegg.com, neweggbusiness.com, or Newegg.ca, the return processing fee applies to the seller when a pre-paid return shipping label is issued by Newegg. Depending on the return requirements, customers may receive a free return shipping label to ship the return product(s) to a designated Newegg Return Center.

Sellers who offer free returns on their products increase consumer confidence and worry free purchasing. When a customer receives a free return shipping label,

the seller will incur a fee for each unit returned and processed by Newegg. This fee is equivalent to the total fulfillment fee (Order Handling + Pick & Pack + Weight Handling + Shipping Charge) for an individually shipped item using the [SBN rate card](#) (Click [here](#) to reference Canadian rates.) The fee will apply to all customer returns in which Newegg authorizes a free return shipping label.

When calculating the returns processing fee, we assume a single product unit per shipment. In addition, any products eligible for Zero-Fee Fulfillment are still subject to the Returns Processing Fee.