

# Orders by Telephone

## How to configure the system where the customer requests exchange or return for the order?

01) Access the Control Panel

02) After login click Configuration >> Orders Setting

How many days after sending the customer sees the button to request return / exchange in my orders) Set the number of days, just fill in number In this field

In the Order status exchange after customer request row, choose a status after the customer requests the exchange so that the order remains in this status

In the Order status return after customer request line, choose a status after the customer requests the return so that the order remains in this status

In the Order status shipped to the return / exchange button in my orders line, choose the Sent status so that the customer can see the exchange / Return after shipment

03) To change click on options >> edit

04) After clicking Update

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