

# Returns Defect Analysis

Use this template to analyze apparel return reasons and quality defects by style or season.

## Template Metadata

| Field          | Details                                      |
|----------------|--|
| Category       | Fashion & Apparel                            |
| Owner          | [Team or owner]                              |
| Version        | [Version number]                             |
| Effective Date | [Date]                                       |
| Review Cycle   | [Monthly / Quarterly / Annual / Event-based] |
| Status         | [Draft / In Review / Approved]               |

## Analysis Scope

Define brand, channel, season, style numbers, date range, and data sources.

| Item                  | Details   | Owner   | Status            |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

## Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

## Return Data

Summarize units sold, units returned, return rate, defect rate, and comparison benchmark.

| Item                  | Details   | Owner   | Status            |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

### Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

## Defect Categories

Group defects such as fit, fabric, color, seam failure, trim failure, shrinkage, odor, and packaging damage.

| Item                  | Details   | Owner   | Status            |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

### Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

## Root Cause Review

Analyze likely causes across design, material, factory execution, size chart, care instructions, and logistics.

| Item                  | Details   | Owner   | Status            |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

## Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

## Financial Impact

Estimate refunds, markdowns, freight, rework, and lost margin.

| Item                  | Details   | Owner   | Status            |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

## Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

## Corrective Actions

List owner, action, due date, affected future styles, and verification method.

| Item                  | Details   | Owner   | Status            |
|-----------------------|---|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

## Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]