

Calculation

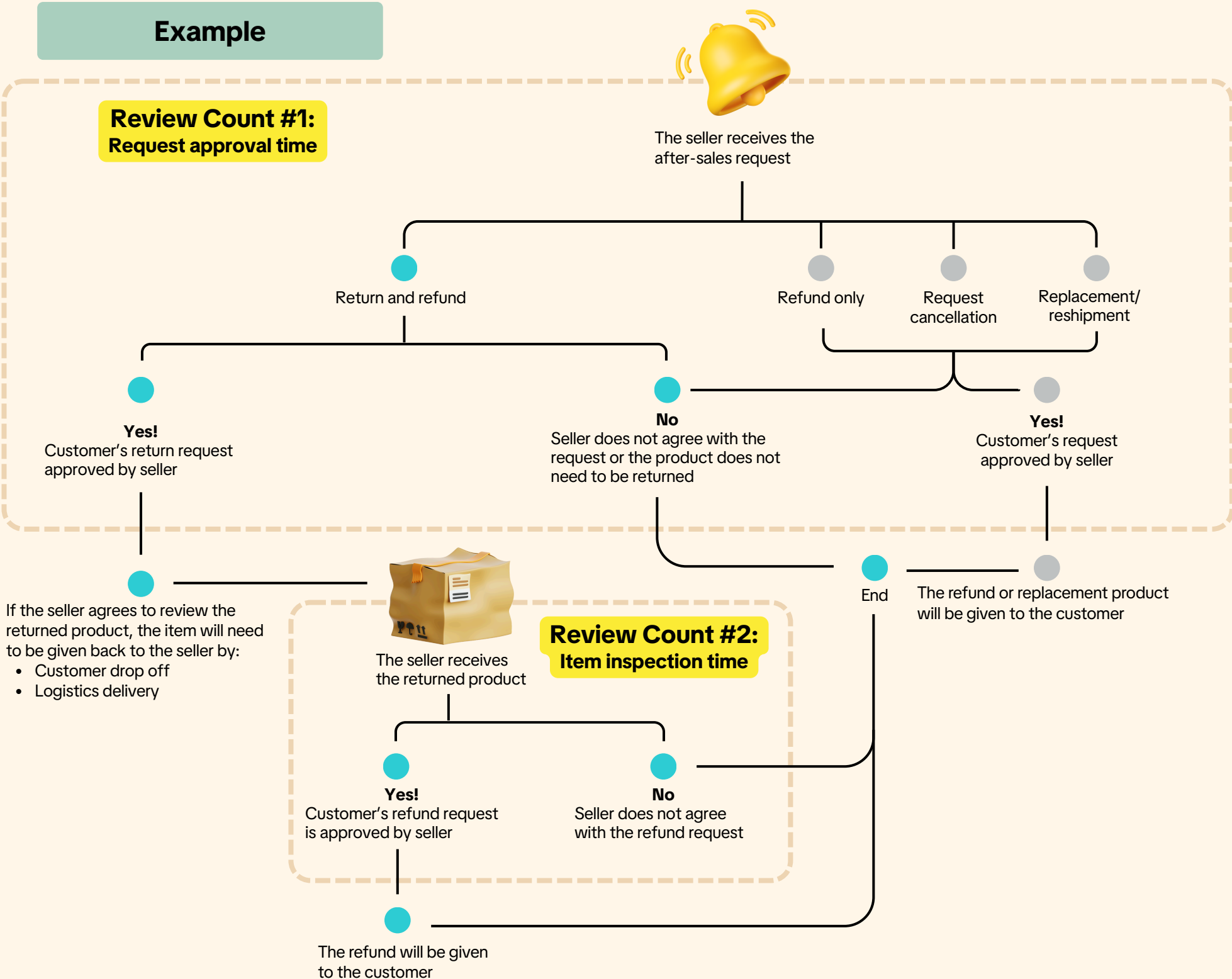
Average After-Sales Handling Time = Total duration taken for all reviews ÷ Review counts

Problem Order Details					
These are all the orders that negatively impact your performance metrics. Export the details to identify and fix the issues affecting your score.					
Export orders					
Order ID	Return Order ID	Total After-Sales Handling Time	Request Approval Time	Item Inspection Time	Review Count
JBASGD61293678125	JBASGD61293678742	4 hours	1 hour	3 hours	2
JBASGD61293678123	-	3 hours	3 hours	-	1

Process: Request received → **Review the request** → Returned item in transit* → **Item received, review the item*** → Issue refund

**only applicable for returned products*

Example



How is After-Sales Handling Time Calculated for Return and Refund Requests?

Review Count #1: Request approval time

Most requests are automatically approved by TikTok Shop! Why?

- Guide to Managing Returns, Refunds, and Replacements states that TikTok Shop will auto-approve all return requests at this stage for products which can be returned, with a few exceptions e.g. Pre-Owned, Trading Cards, and Live Plants Products

What does this mean for After-Sales Handling Time?

- Request Approval Time represents how much time a seller takes to process requests (only those which require approval count).

TikTok Shop auto-approved the request after I missed the seller approval SLA. Is this still recorded in the Request Approval Time?

- Yes, the recorded time will show the full after-sales SLA for that order ranging from 2-4 business days.
- Tip!** Create **auto-approval rules** for eligible after-sales scenarios to resolve these requests automatically. This will be recorded in After-Sales Handling Time as 1 minute.

Review cCount #2: Item inspection time

What does this mean for After-Sales Handling Time?

- The recorded time will show how long the seller took to approve the refund after inspecting the returned product.

Shortcuts to Improve After-Sales Handling Time

Check what is awaiting action now:
[Go to Seller Center](#)

Manage Returns/Refunds	
Coming soon: Replacement function Learn more	
Respond within 24 hours	Auto-approved (last 7d)
0	13
All Awaiting your action 1 Awaiting TikTok Shop/customer action	
All 1 Return and refund 0 Refund only 1 Replace 0 Exchange it	

Handle refunds quickly with customizable auto-approval rules

Set up refund approval rules now:
[Go to Seller Center](#)

Fulfillment	Cancellations	Returns and refunds
Auto-approval settings		
Returnless refund Issue refunds without requiring customers to return the items		
Auto-approve refunds Set automated rules to approve refund requests		
Replacement service Allow customers to replace purchased items		

FAQs

Are automatic approvals included in After-Sales Handling Time?

- Automatic approvals include platform auto-approvals and seller-auto-approvals.

Platform auto-approval

- Not included in After-Sales Handling Time.
- After-sales requests approved by TikTok Shop when:
 - Eligible after-sales requests are routed to TikTok Shop for review by an agent handling the request
 - Eligible after-sales requests meet our [Customer Order Cancellation, Return, and Refund Policy](#). For example, a customer's refund request had no response within 24 hours of the order status changing to Ready to Ship (RTS).

Seller auto-approval

- Included in After-Sales Handling Time. Each review with a seller auto-approval will be given a default handling time of 1 minute.
- Seller auto-approvals are triggered when eligible after-sales requests meet the approval rules set by the seller in in Seller Center.

What is the difference between the returnless refund and auto-approve refund settings?

- Returnless refund settings:** This applies to return and refund requests. This allows the seller to directly refund the customer without them returning the product.
- Auto-approve refunds settings:** This applies to refund only requests. This allows the seller to automatically approve refunds for eligible requests.

How can I prevent abusive or risky customer behavior from affecting my After-Sales Handling Time?

- TikTok Shop prioritizes [seller protection](#) with automated systems to manage refunds, block risky customers, and ensure fair claim verification. Features like extended review periods for high-value and undelivered returns provide sellers with more time to assess requests thoroughly.
- If you believe an after-sales request was included in your After-Sales Handling Time in error, chat with support through the [Help Center](#) or contact your Account Manager.