



7 ways to protect your ecommerce business from returns fraud - Eshopbox

[Return fraud](#) is when customers receive a financial gain from the returns process by taking advantage of a business, resulting in a loss of inventory and profits. As you can see, the definition of returns fraud is tricky. It signifies that you have to maintain a fine line between allowing honest purchasers to return goods within a time frame legitimately and balance it against fraudulent returns practices.