

Validated Return of a miscellaneous kit does not allow the parent item to be returned

Summary:

Validated Return of a miscellaneous kit does not allow the parent item to be returned. Only the component items are available to return.

Cause:

This is by design, the Parent item of a Misc Kit should be a non-inventory or service item.

Solution:

- For a validated return, we MUST limit the data to what was actually sold.
- Furthermore, a validated return MUST use the components as they were sold -- even if the kit definition has changed since the sale was made.
- We explicitly support the possibility that the user needs to return/exchange only PART of a kit.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=761>