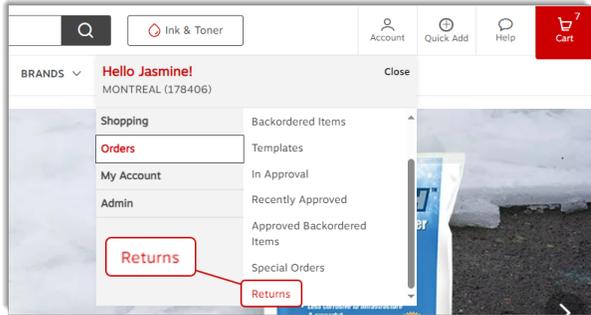


Reach and Fill out the Merchandise Return Form



- From the **Account** menu, hover the **Orders** tab and select option **Returns**.

- From the **Customer Information** section, your away buyer information is automatically shown.
 - You can modify the email address, as well as the phone or fax number if needed.

- From the **Return Pick Up Address** section, your default address is automatically shown.
 - If the product should be picked up at a different address, enter it here.

- From the **Return Options** section, select the type of return you wish to make.

- If you select **Partial Order**:
 - Enter the **Order number** in the new fields that appeared.
 - Enter the **Product Number**.
 - Specify the **Quantity** of the product to return.
 - Select the **Reason for return**.
 - You can click the **Add Product** button

- If you select **Entire Order**:
 - Enter the **Order number** in the new fields that appeared.
 - Select the **Reason for return**.

- From the **Additional Comments** section, you can enter a message for our driver.



Reach and Fill out the Merchandise Return Form

Return Policy General Terms

We will accept returns of a product in saleable condition, within the applicable return period, with its complete and original manufacturer's packaging intact and undamaged, including Universal Product Code (UPC), manuals and parts where applicable, and a copy of the packing slip. Credit will only be issued when the item has been returned to us. Pick-up charges may apply if outside our local delivery areas. All credit claims for damaged products, sales errors and short shipments should be requested immediately after receiving and verifying your order and no later than 10 business days from invoice date. All requests for proof of delivery must be received within 60 days of the invoice date.

Please select the checkbox to confirm that you have read the full [Return Policy](#)

Submit Request for Return

- Consult our **Return Policy General Terms** or view our full return policy by clicking on the **Return Policy** link.
- Check the box to confirm that you have read our return policy.
- Click the **Submit Request for Return** button.