

SUBMITTING A DAMAGE CLAIM REQUEST FOR LOWES

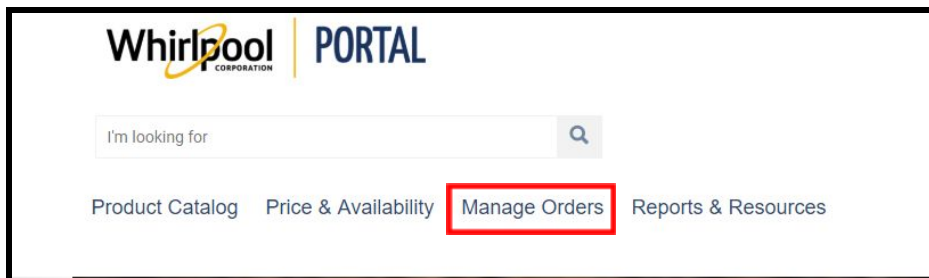
Purpose

Use this Quick Reference Guide to view the steps to enter a Damage Claim Request through the Whirlpool Portal for Lowes.

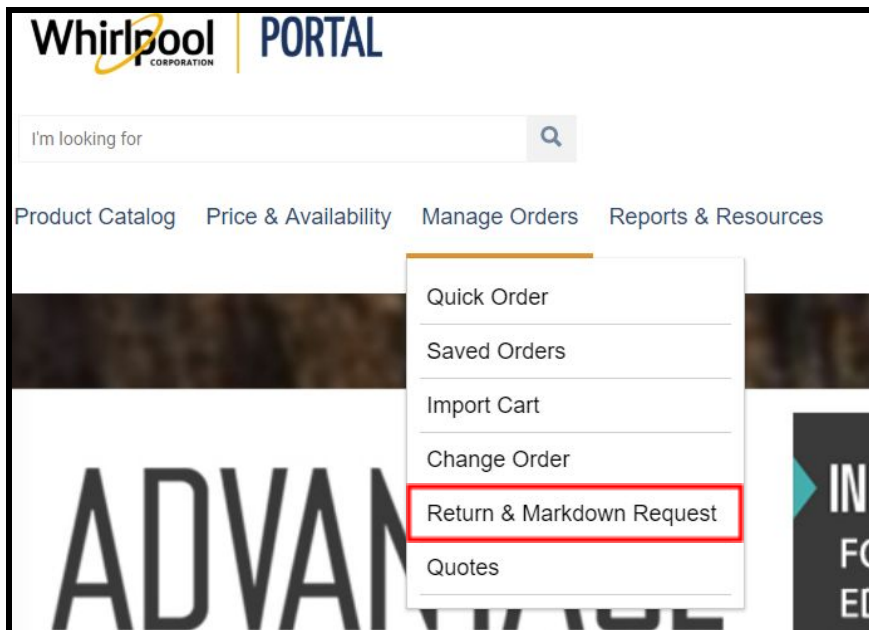
- A Damage Claim Request is a Return Request for a damaged product.
- Make sure to identify the damaged area on the product. This information is required on the request form.

Procedure

1. Start on the Whirlpool Portal **Home** page. Click the **Manage Orders** menu.



2. From the drop-down menu, select **Return & Markdown Request**.



3. The **Return & Markdown Request** page displays. Enter the model number and serial number you wish to return.

Return & Markdown Request

Follow the steps below to submit a return & markdown request

1 Search for Delivery

2 Select Units

3 Confirmation

CHOOSE ACCOUNT TO SEARCH :

☒ 0002123167, LOWES STORE 2280

SEARCH BY:

☒ Model & serial number

WGE745C0FS

D80515716

☐ Check here if returning accessory

PREVIOUS

NEXT

4. Click **Next**.

Return & Markdown Request

Follow the steps below to submit a return & markdown request

1 Search for Delivery

2 Select Units

3 Confirmation

CHOOSE ACCOUNT TO SEARCH :

☒ 0002123167, LOWES STORE 2280

SEARCH BY:

☒ Model & serial number

WGE745C0FS

D80515716

☐ Check here if returning accessory

PREVIOUS

NEXT

5. Select the checkbox for the model to be returned.

Return & Markdown Request

Follow the steps below to submit a return & markdown request

1 Search for Delivery

2 Select Units

3 Confirmation

PREVIOUS

NEXT

Search Results

Delivery Number: 0278043348
 Ship Date: 05/31/2018
 Total Units on Delivery: 1

Pickup Address

Account Number: 0000780906

Select units for which you would like to submit a return request

☐


WGE745C0FS
 SERIAL NUMBER:

6. Click the **Serial Number** drop-down arrow.

Select units for which you would like to submit a return request

☒


WGE745C0FS
 SERIAL NUMBER:

7. From the drop-down menu, select the serial number of the product to be returned.

Select units for which you would like to submit a return request

☒


WGE745C0FS
 SERIAL NUMBER:

select a serial number
D80515716

8. A list of options for the item displays. In the **Select Product Condition** section, select one of the following:

- **Defective** for a product that is malfunctioning.
- **Damaged** for a product that is dented, scratched, broken, or otherwise damaged.

Note: To return undamaged products, see the Quick Reference Guide for **Return Requests**.

WGE745C0FS
SERIAL NUMBER:

Serial# D80515716 [remove](#)

SELECT PRODUCT CONDITION:

☒ Defective

☐ Damaged

☐ Undamaged (good stock)

TYPE OF DEFECT

SOS PO NUMBER

ITEM NUMBER

COMMENTS

RECEIPTS
[Add receipt](#)

If the product is:	Go to:
Defective	Step 9
Damaged	Step 17

9. Select the **Defective** radio button.

10. Select the **Type of Defect** drop-down arrow.



WGE745C0FS

SERIAL NUMBER:

Serial# D80515716

remove

SELECT PRODUCT CONDITION:

☒ Defective

☐ Damaged

☐ Undamaged (good stock)

TYPE OF DEFECT

Does Not Cool

SOS PO NUMBER

ITEM NUMBER

RECEIPTS

Add receipt

COMMENTS

11. Select the type of defect from the menu.




WGE745C0FS

SERIAL NUMBER:

Serial# D80515716

remove

SELECT PRODUCT CONDITION:

☒ Defective
 ☐ Damaged
 ☐ Undamaged (good stock)

COMMENTS

TYPE OF DEFECT

Does Not Cool ▼

Does Not Cool
 Does Not Heat
 Does Not Dry
 Does Not Spin
 Does Not Wash
 Does Not Drain
 Does Not Turn On
 Ice/Water Maker does not work
 Leaks Water
 Severe Vibration/Noise
 Displays Error Codes
 Multiple Service Attempts
 Did Not Meet Customer Expectations
 Poor Part Fit
 Other

12. Enter the **SOS PO Number**.



WGE745C0FS
SERIAL NUMBER:

Serial# D80515716

remove

SELECT PRODUCT CONDITION:

☒ Defective
☐ Damaged
☐ Undamaged (good stock)

TYPE OF DEFECT

SOS PO NUMBER

ITEM NUMBER

RECEIPTS

[Add receipt](#)

COMMENTS

13. If it doesn't auto-populate, enter the **Item Number**.



PORTAL

Quick Reference Guide

13. If it doesn't auto-populate, enter the **Item Number**.



WGE745C0FS
SERIAL NUMBER:

Serial# D80515716

remove

SELECT PRODUCT CONDITION:

☒ Defective
☐ Damaged
☐ Undamaged (good stock)

TYPE OF DEFECT

SOS PO NUMBER

ITEM NUMBER

RECEIPTS

[Add receipt](#)

COMMENTS

14. Click **Add receipt**.

☒



WGE745C0FS

SERIAL NUMBER:

Serial# D80515716

remove

SELECT PRODUCT CONDITION:

☒ Defective

☐ Damaged

☐ Undamaged (good stock)

TYPE OF DEFECT

SOS PO NUMBER

ITEM NUMBER

RECEIPTS

+

Add receipt

COMMENTS

15. Click the **Choose File** button.



WGE745C0FS
SERIAL NUMBER:



Serial# D80515716 [remove](#)

SELECT PRODUCT CONDITION:

☒ Defective
☐ Damaged
☐ Undamaged (good stock)

TYPE OF DEFECT

SOS PO NUMBER

ITEM NUMBER

RECEIPTS

Choose File

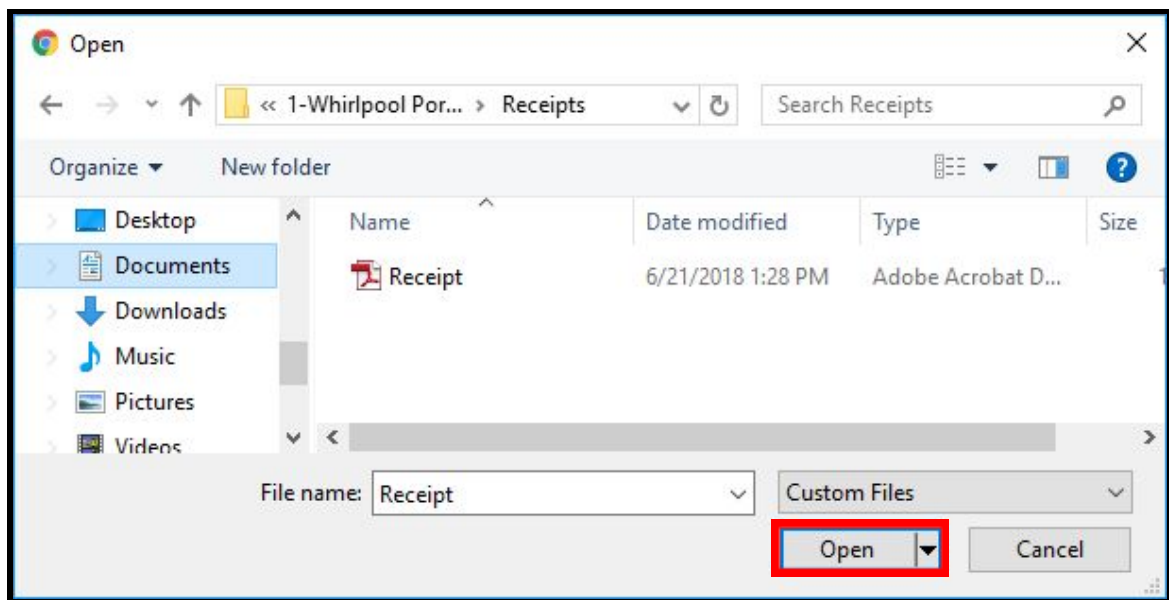
No file chosen



[Add receipt](#)

COMMENTS

16. Navigate to the folder where the receipt for the product being returned is located and select the file, then click **Open**.



The receipt is attached to the return record.

☒



WGE745C0FS

SERIAL NUMBER:

Serial# D80515716

[remove](#)

SELECT PRODUCT CONDITION:

☒ Defective

☐ Damaged

☐ Undamaged (good stock)

TYPE OF DEFECT

SOS PO NUMBER

ITEM NUMBER

RECEIPTS

Choose File

Receipt.pdf

×

[+ Add receipt](#)

COMMENTS

Skip to step 24.

17. Select the **Type of Damage** drop-down arrow.

Serial# D80515716

SELECT PRODUCT CONDITION:

☐ Defective
☒ Damaged
☐ Undamaged (good stock)

☐ Left Store

DELIVERY DATE

RETURN DATE

SOS PO NUMBER

ITEM NUMBER

803967

COMMENTS

TYPE OF DAMAGE

please select type of damage ▼

LOCATION OF DAMAGE

please select the location of damage

TOP

LEFT SIDE

RIGHT SIDE

FRONT

BACK

UNDERSIDE

F = Front
T = Top
B = Back
L = Left Side
R = Right Side
U = Underside

C: Control Panel

I: Interior

18. From the drop-down menu, select the type of damage sustained by the product.

Serial# D80515716

SELECT PRODUCT CONDITION:

☐ Defective
☒ Damaged
☐ Undamaged (good stock)

☐ Left Store

DELIVERY DATE

SOS PO NUMBER

RETURN DATE

ITEM NUMBER

803967

COMMENTS

TYPE OF DAMAGE

please select type of damage

please select type of damage
Bowed
Broken Glass
Crease
Chafed
Chipped
Damaged Plastic
Damage to Tub
Dented
Panel/Misalignment
Punctured
Scratched

F = Front
T = Top
B = Back
L = Left Side
R = Right Side
U = Underside

LEFT SIDE
RIGHT SIDE
FRONT
BACK
UNDERSIDE

1 2 3

4 5 6

7 8 9

1 2 3

4 5 6

7 8 9

1 2 3

4 5 6

7 8 9

1 2 3

4 5 6

7 8 9

1 2 3

4 5 6

7 8 9

C: Control Panel

I: Interior

19. Use the chart at the bottom of the screen to locate and click the area on the product that is damaged. In this example, clicking area **9** on the front of the appliance indicates that the damage is in the Front Side Lower Right Corner.

Serial# D80515716

SELECT PRODUCT CONDITION:

☐ Defective
☒ Damaged
☐ Undamaged (good stock)

SOS PO NUMBER

ITEM NUMBER

803967

TYPE OF DAMAGE

Dented

LOCATION OF DAMAGE

please select the location of damage

☐ Left Store

DELIVERY DATE

RETURN DATE

COMMENTS

TOP

1	2	3
4	5	6
7	8	9

LEFT

1	2	3
4	5	6
7	8	9

RIGHT

1	2	3
4	5	6
7	8	9

FRONT

1	2	3
4	5	6
7	8	9

BACK

1	2	3
4	5	6
7	8	9

SIDE

1	2	3
4	5	6
7	8	9

UNDERSIDE

1	2	3
4	5	6
7	8	9

F = Front

T = Top

B = Back

L = Left Side

R = Right Side

U = Underside

C: Control Panel

I: Interior

The **Location of Damage** field populates with the selected location.

Serial# D80515716

SELECT PRODUCT CONDITION:

☐ Defective
☒ Damaged
☐ Undamaged (good stock)

SOS PO NUMBER

ITEM NUMBER

803967

TYPE OF DAMAGE

Dented

Left Store

DELIVERY DATE

RETURN DATE

COMMENTS

LOCATION OF DAMAGE

Front Side Lower Right Corner

TOP
 1 2 3
 4 5 6
 7 8 9
LEFT SIDE
 1 2 3
 4 5 6
 7 8 9
FRONT
 1 2 3
 4 5 6
 7 8 9
RIGHT SIDE
 1 2 3
 4 5 6
 7 8 9
BACK
 1 2 3
 4 5 6
 7 8 9
UNDERSIDE
 1 2 3
 4 5 6
 7 8 9

F = Front
 T = Top
 B = Back
 L = Left Side
 R = Right Side
 U = Underside

C: Control Panel
I: Interior

20. At the top of the right-hand section, select **Left Store** if the product was removed from the store.

21. If you select the **Left Store** checkbox, two additional radio buttons display. Choose one of the following:

- **Carry Out** – select if the customer picked the product up at your store.
- **Delivery** – select if your store delivered the product to the customer.



Serial# D80515716

SELECT PRODUCT CONDITION:

☒ Left Store

☐ Defective

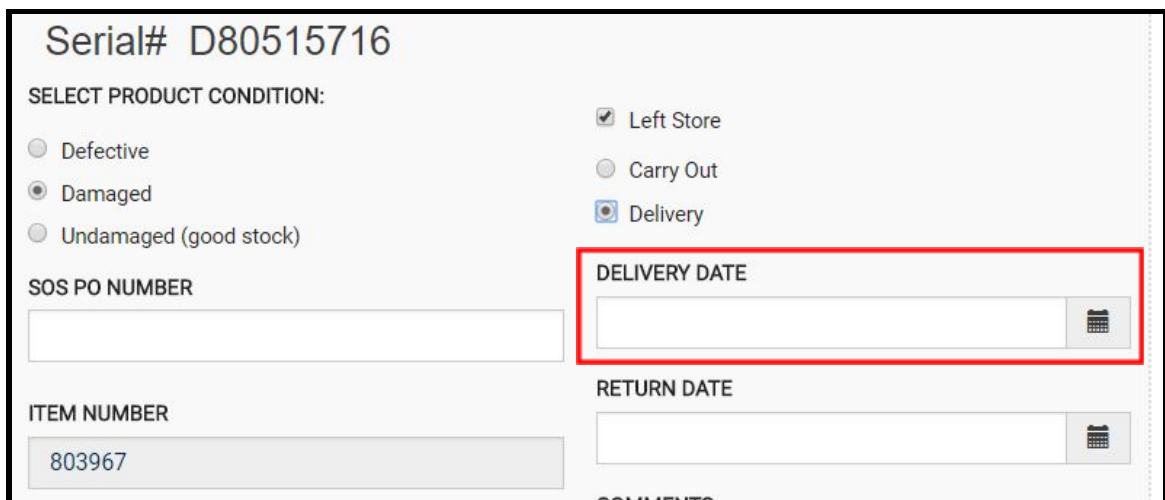
☒ Damaged

☐ Undamaged (good stock)

☐ Carry Out

☐ Delivery

22. In the **Delivery Date** field, enter the date when the end consumer took ownership of the product.



Serial# D80515716

SELECT PRODUCT CONDITION:

☒ Left Store

☐ Defective

☒ Damaged

☐ Undamaged (good stock)

☐ Carry Out

☒ Delivery

SOS PO NUMBER

ITEM NUMBER

803967

DELIVERY DATE

RETURN DATE

Either type the date in the format *MM/DD/YYYY* or click the calendar icon to choose a date from the calendar.

☐ Left Store

DELIVERY DATE

RETURN DATE

COMMENT

JUNE 2018						
SU	MO	TU	WE	TH	FR	SA
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

23. In the **Return Date** field, enter the date when the product was returned by the end consumer to the store.

RETURN DATE

COMMENTS

JUNE 2018						
SU	MO	TU	WE	TH	FR	SA
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

☐ Front
☐ Top
☐ Back

24. Enter any **Comments** to further explain the return.

Serial# D80515716

SELECT PRODUCT CONDITION:

☐ Defective
 ☒ Damaged
 ☐ Undamaged (good stock)

☒ Left Store
 ☐ Carry Out
 ☒ Delivery

SOS PO NUMBER

DELIVERY DATE

06/01/2018

ITEM NUMBER

803967

RETURN DATE

06/21/2018

TYPE OF DAMAGE

Dented

COMMENTS

LOCATION OF DAMAGE

Front Side Lower Right Corner

25. Enter or verify your contact information.

- First Name
- Last Name
- Phone
- Email

Contact Information

FIRST NAME

LAST NAME

PHONE

EMAIL

26. Click **Next**.

1 Search for Delivery

2 Select Units

3 Confirmation

PREVIOUS

NEXT

Search Results

Delivery Number: 0278043348
Ship Date: 05/31/2018
Total Units on Delivery: 1

Pickup Address

Account Number: 0000780906

Contact Information

FIRST NAME

Karen

LAST NAME

Kasper

PHONE

412-555-1212

EMAIL

kkasper@customer.com

Select units for which you would like to submit a return request

☒


WGE745C0FS

SERIAL NUMBER:

select a serial number

Serial# D80515716

remove

SELECT PRODUCT CONDITION:

☐ Defective
☒ Damaged
☐ Undamaged (good stock)

☒ Left Store
☐ Carry Out
☒ Delivery

SOS PO NUMBER

DELIVERY DATE

06/01/2018

ITEM NUMBER

803967

RETURN DATE

06/21/2018

TYPE OF DAMAGE

COMMENTS

27. Review the return. Note that there are two views; the default shown here is **Card View**, which displays the full information about the returned items. Click **Table View** to view the information in a table as shown below.

Review

Your returns are not submitted until you confirm

Account Information

Street

City

State

Country

Account phone

NORTH VERNON

IN

US

Contact Information

Name

Phone number

Email address

Karen Kasper

412-555-1212

kkasper@customer.com

Table View

Card View

Model #WGE745C0FS

Serial

D80515716

Delivery

0278043348

Request for

Damaged

Type of Damage

Dented

Amount Requested if Markdown

—

Product Installed

—

Packaging Available

—

PREVIOUS

CONFIRM & SUBMIT

28. If the information is accurate, click **Confirm & Submit**. Otherwise, click **Previous** and correct the information.

Review

Your returns are not submitted until you confirm

Account Information

Street

City NORTH VERNON

State IN

Country US

Account phone

Contact Information

Name Karen Kasper

Phone number 412-555-1212

Email address kkasper@customer.com

Table View

Card View

MODEL	SERIAL	DELIVERY	REQUEST FOR	AMOUNT REQUESTED IF MARKDOWN
WGE745C0FS	D80515716	0278043348	Damaged	—

PREVIOUS

CONFIRM & SUBMIT

29. The request is submitted. A confirmation message displays in a light blue bar above the Account and Contact Information.

Created request

Return & Markdown Request

1 Search for Delivery

2 Select Units

3 Confirmation

Account Information

Contact Information