

## SUBMITTING A DAMAGE CLAIM REQUEST

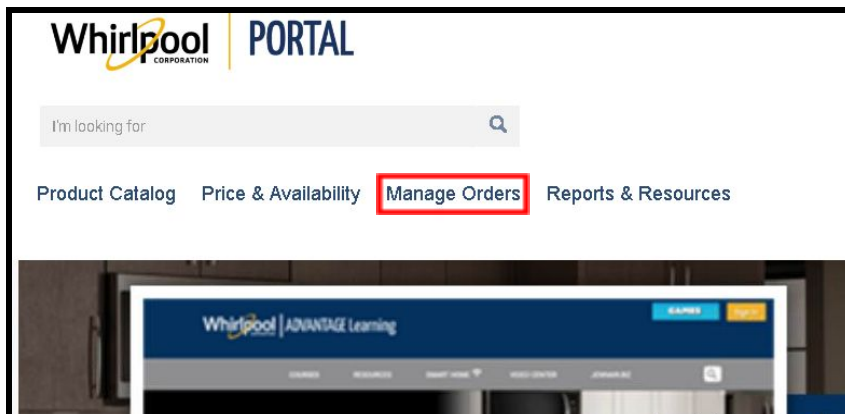
### Purpose

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

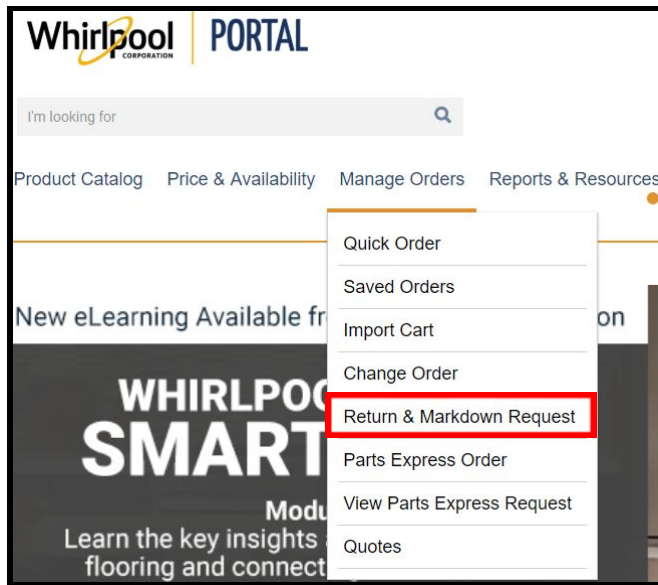
- A Damage Claim Request is a Return Request for a damaged product.
- Make sure to identify the damaged area on the product. This information is required on the request form.

### Procedure

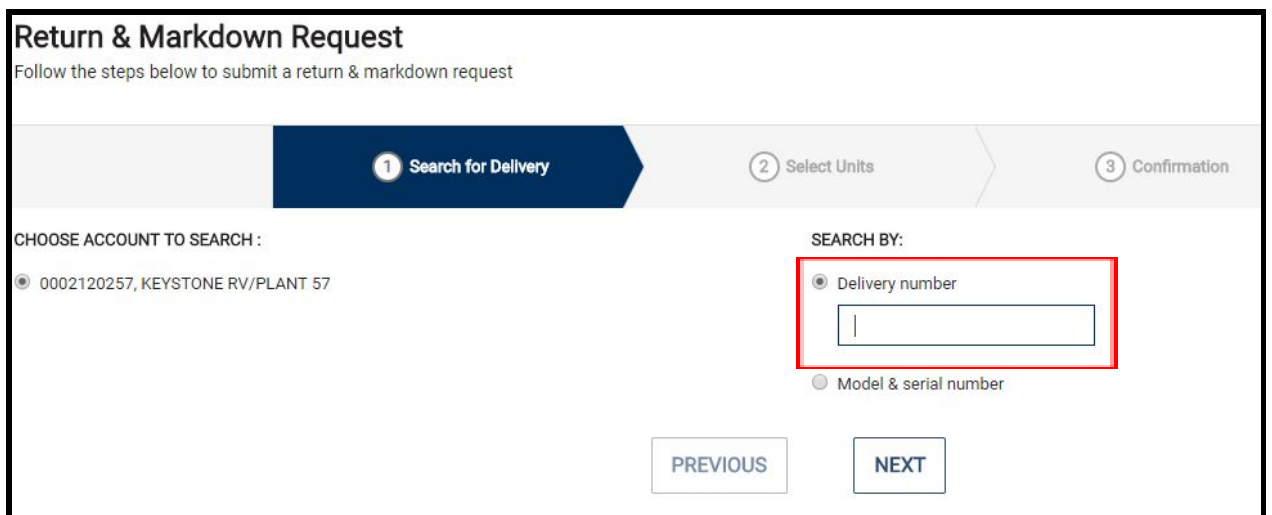
1. Start on the Whirlpool Portal **Home** page. Click the **Manage Orders** menu.



- From the drop-down menu, select **Return & Markdown Request**. The **Return & Markdown Request** page displays.



- Enter a **Delivery number**.




OR

Select the **Model & serial number** radio button and enter the model number and serial number you wish to return.

4. Click **Next**.
5. The **Return & Markdown Request** page displays the model(s) available to be returned. If you have already placed one or more return requests for this item, you can click the **View Claims** link to the right of the model number to view the claim status.

- 6. A list of your pending claims displays including the status of each claim. Click the **X** in the upper-right corner of the dialog box to close it.

### Items in claim status





Model #ABB1924BRM

SERIAL#	CLAIM#	STATUS
K80640021	0052061366	In Process
K80640022	0052061675	In Process
K80640023	0052061728	In Process

- 7. Select the checkbox for each item you want to select. If there are multiple items, you can select all of the ones being returned.

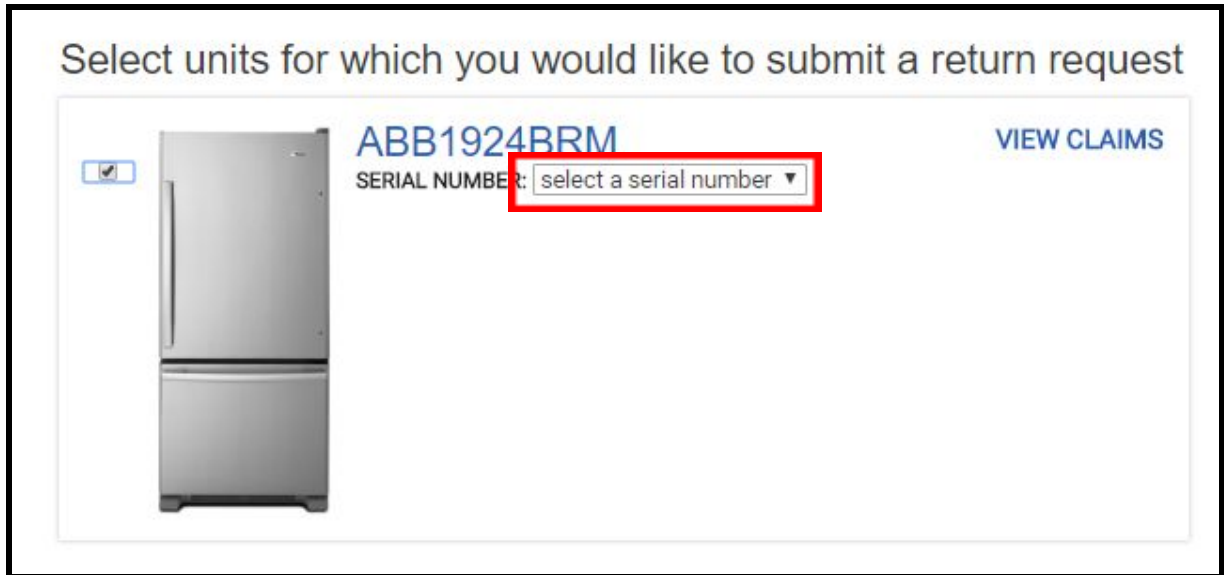
### Select units for which you would like to submit a return request



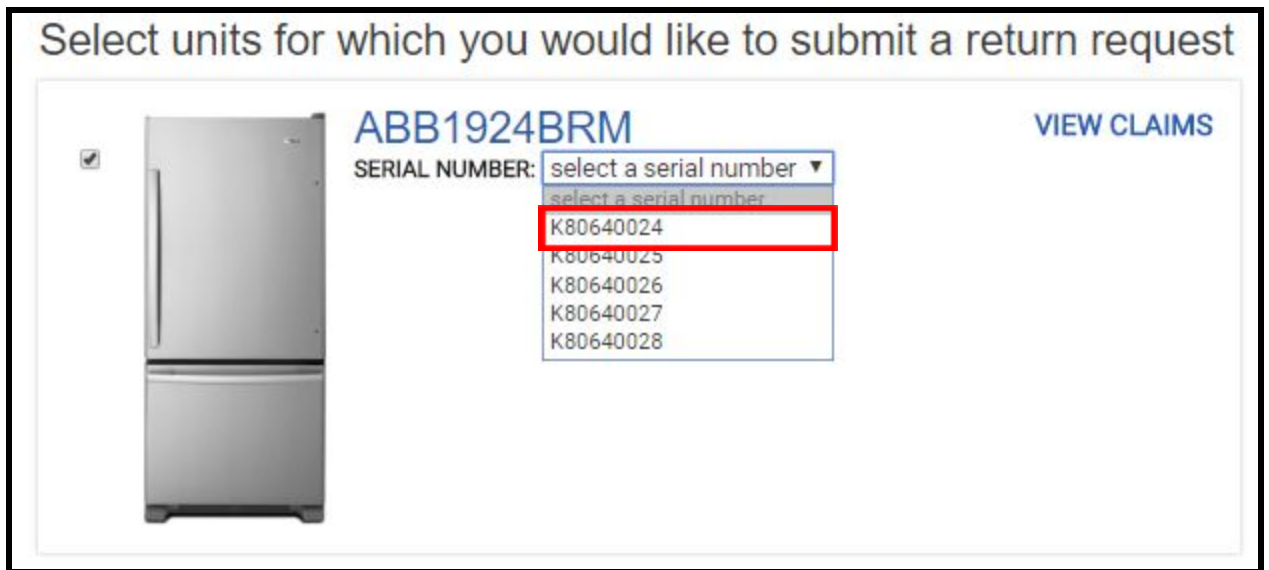
**ABB1924BRM**  
SERIAL NUMBER:

[VIEW CLAIMS](#)

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



9. A list of delivered serial numbers for that model displays. Select the serial number of the item to be returned.



**Notes:**

- You can select multiple items to return by choosing each one from the serial number list. A set of options for each item is added. Scroll down to see the options for each item.
- If you select the wrong serial number, click the **remove** link in the upper-right corner of the section for that item.

10. Under **Select Product Condition** you can choose **Damaged**.

[remove](#)

**Serial#** K80640024

**SELECT PRODUCT CONDITION:**

**Damaged**

Undamaged (good stock)

**RETURN REASON**

select a return reason ▼

Acceptable Packaging Available?

Product Installed

**TYPE OF DAMAGE**

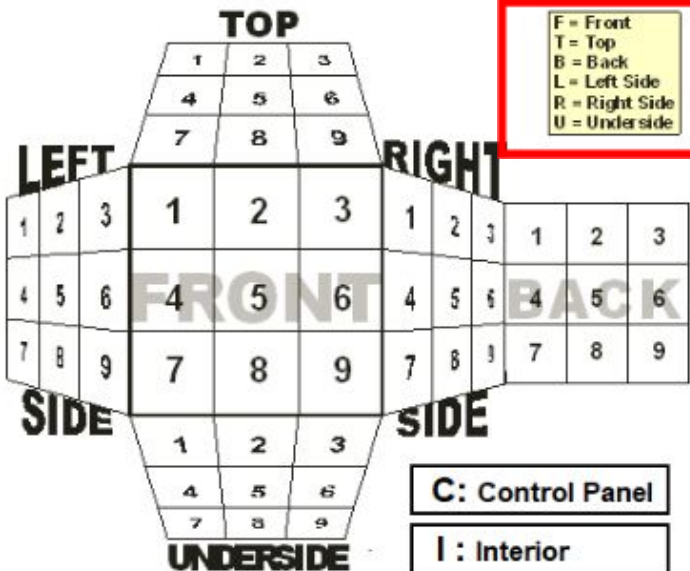
please select type of damage ▼

**LOCATION OF DAMAGE**

please select the location of damage

**COMMENTS**



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

**C: Control Panel**

**I: Interior**

- A list of options for the item displays. In the **Type of Damage** field, click the drop-down arrow.

[remove](#)

Serial# K80640024

**SELECT PRODUCT CONDITION:**

Damaged

Undamaged (good stock)

**TYPE OF DAMAGE**

please select type of damage ▼

**LOCATION OF DAMAGE**

please select the location of damage

**RETURN REASON**

select a return reason ▼

Acceptable Packaging Available?

Product Installed

**COMMENTS**

C: Control Panel

I: Interior

- From the **Type of Damage** drop-down menu, select the type of damage sustained by the product.

Serial# K80640024 remove

**SELECT PRODUCT CONDITION:**

Damaged  
 Undamaged (good stock)

**RETURN REASON**

select a return reason ▼

Acceptable Packaging Available?  
 Product Installed

**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

**COMMENTS**

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

**C: Control Panel**

**I: Interior**



13. Use the chart at the bottom of the screen to locate and click the area on the product that is damaged. In this example, we'll click area 9 on the front of the appliance.

[remove](#)

**Serial#** K80640024

**SELECT PRODUCT CONDITION:**

Damaged

Undamaged (good stock)

**TYPE OF DAMAGE**

Dented

**LOCATION OF DAMAGE**

Front Side Lower Right Corner

**RETURN REASON**

select a return reason

Acceptable Packaging Available?

Product Installed

**COMMENTS**

**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

**Legend:**

- 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.

[remove](#)

**Serial#** K80640024

**SELECT PRODUCT CONDITION:**

Damaged

Undamaged (good stock)

**TYPE OF DAMAGE**

Dented

**LOCATION OF DAMAGE**

Front Side Lower Right Corner

**RETURN REASON**

select a return reason

Acceptable Packaging Available?

Product Installed

**COMMENTS**

**TOP**

1 2 3  
4 5 6  
7 8 9

**LEFT SIDE**      **RIGHT SIDE**

1 2 3    1 2 3    1 2 3  
4 5 6    4 5 6    4 5 6  
7 8 9    7 8 9    7 8 9

**FRONT**      **BACK**

1 2 3  
4 5 6  
7 8 9

**UNDERSIDE**

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

C: Control Panel

I: Interior

14. In the **Return Reason** field, click the drop-down arrow.

[remove](#)

**Serial#** K80640024

**SELECT PRODUCT CONDITION:**

Damaged

Undamaged (good stock)

**TYPE OF DAMAGE**

Dented

**LOCATION OF DAMAGE**

Front Side Lower Right Corner

**RETURN REASON**

select a return reason

Acceptable Packaging Available?

Product Installed

**COMMENTS**

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

**C: Control Panel**

**I: Interior**

15. From the **Return Reason** drop-down menu, select the reason for the return.

- Select **Damage** if the product is damaged and the customer wants a refund or replacement.
- Select **Product Allowance - Damage** if the customer is being offered a markdown as an incentive to accept the damaged product.

[remove](#)

Serial# K80640024

**SELECT PRODUCT CONDITION:**

Damaged

Undamaged (good stock)

**TYPE OF DAMAGE**

Dented

**LOCATION OF DAMAGE**

Front Side Lower Right Corner

**RETURN REASON**

select a return reason

select a return reason

Damage

Product Allowance - Damage

Product Installed

**COMMENTS**

**TOP**

**LEFT SIDE**      **RIGHT SIDE**

**FRONT**      **BACK**

**UNDERSIDE**

**C: Control Panel**

**I: Interior**

**Note:** If you select **Product Allowance - Damage**, a **Requested Amount** field displays. You must enter the dollar amount requested by the customer.

[remove](#)

Serial# K80640024

**SELECT PRODUCT CONDITION:**

Damaged

Undamaged (good stock)

**REQUESTED AMOUNT**

**TYPE OF DAMAGE**

Dented

**LOCATION OF DAMAGE**

Front Side Lower Right Corner

**RETURN REASON**

Product Allowance - Damage

Acceptable Packaging Available?

Product Installed

**COMMENTS**

16. Select the appropriate checkboxes as follows:

- **Packaging Available** – select if the original packaging for the item is being returned with the product.
- **Product Installed** – select if the product was installed at a customer site.

remove

Serial# K80640024

**SELECT PRODUCT CONDITION:**

Damaged

Undamaged (good stock)

**RETURN REASON**

Damage

**TYPE OF DAMAGE**

Dented

Acceptable Packaging Available?

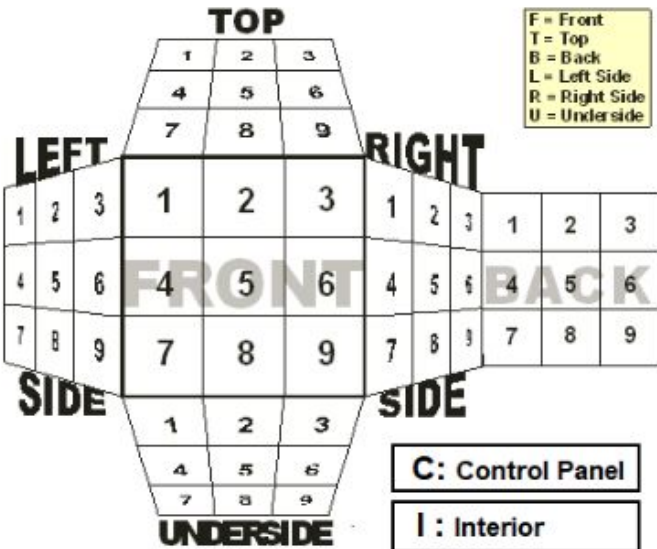
Product Installed

**LOCATION OF DAMAGE**

Front Side Lower Right Corner

**COMMENTS**



**F = Front**

**T = Top**

**B = Back**

**L = Left Side**

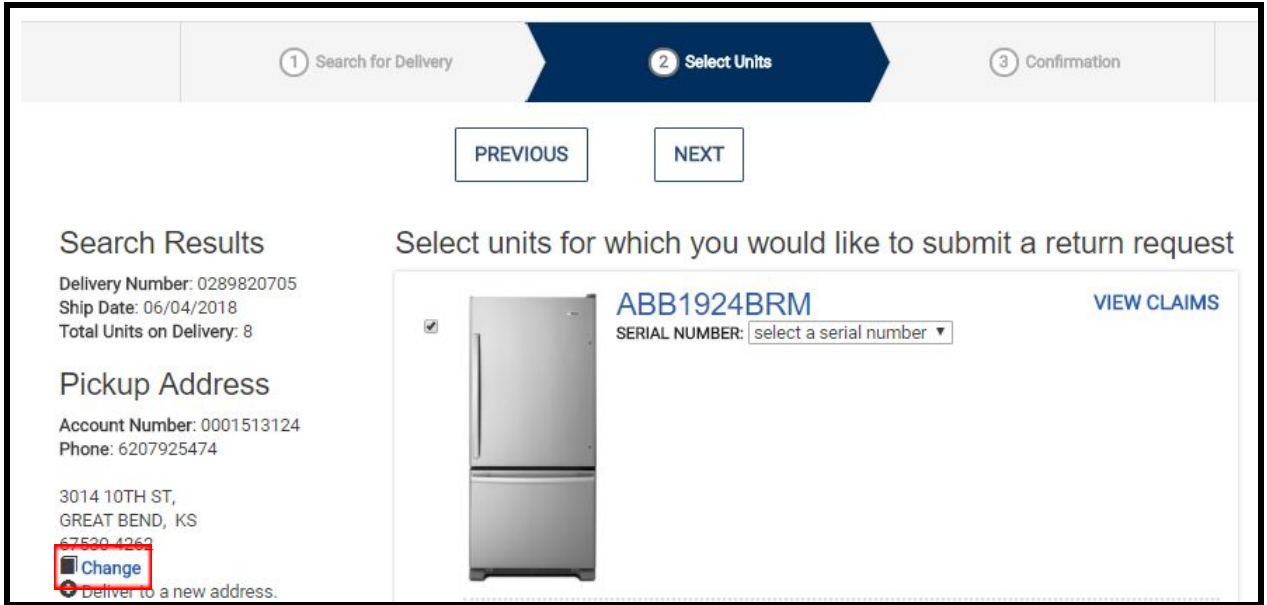
**R = Right Side**

**U = Underside**

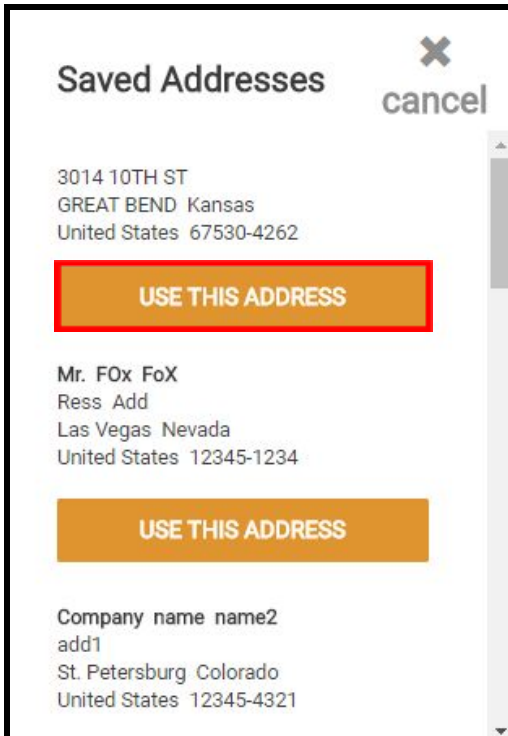
C: Control Panel

I: Interior

17. Verify the **Pickup Address**. If it is incorrect, click **Change**.



18. A dialog box lists alternative addresses that can be selected. Locate the desired address and click **Use This Address**.



19. Scroll down and enter or verify your contact information. Complete the following fields and then click **Next**.

- First Name
- Last Name
- Phone
- Email

### Contact Information

FIRST NAME  
Trade

LAST NAME  
Partner 4

PHONE

EMAIL  
w3in@whirlpool.com

20. Review the return. Note that there are two views; the default shown above 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.

### Return & Markdown Request

Follow the steps below to submit a return & markdown request

1 Search for Delivery
2 Select Units
3 Confirmation

**Review**  
Your returns are not submitted until you confirm

#### Account Information

Street 316 N MAIN ST  
City BATESVILLE  
State Indiana  
Country US  
Account phone 8129346088

#### Contact Information

Name Trade Partner 4  
Phone number 800-555-212  
Email address w3in@whirlpool.com

Table View
Card View



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

### Account Information

Street 316 N MAIN ST  
 City BATESVILLE  
 State Indiana  
 Country US  
 Account phone 8129346088

### Contact Information

Name Trade Partner 4  
 Phone number 800-555-212  
 Email address w3in@whirlpool.com

Table View
Card View

MODEL	SERIAL	DELIVERY	REQUEST FOR	AMOUNT REQUESTED IF MARKDOWN
MGD5500FC	M81501057	0277725227	Damaged	-

PREVIOUS
CONFIRM & SUBMIT

22. The request is submitted. A confirmation message displays above the Account and Contact Information.

Q

Product Catalog
Price & Availability
Manage Orders
Reports & Resources

Created request