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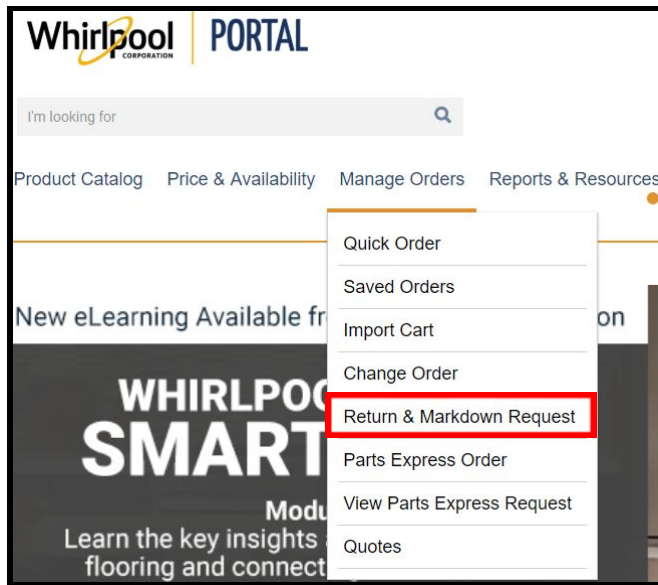
- A Damage Claim Request is a Return Request for a damaged product.
- Make sure to identify the damaged area on the product. This information is required on the request form.
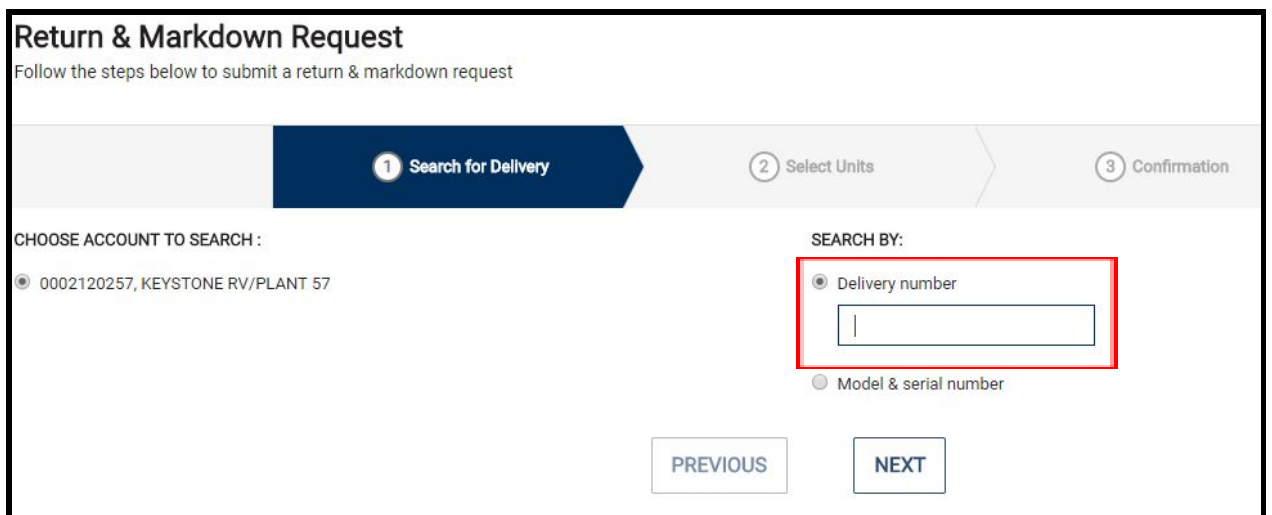
Procedure

1. Start on the Whirlpool Portal **Home** page. Click the **Manage Orders** menu.
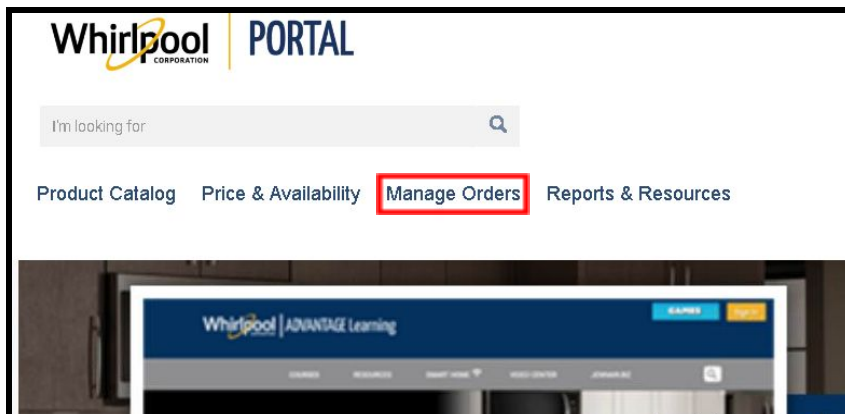
2. From the drop-down menu, select **Return & Markdown Request**. The **Return & Markdown Request** page displays.

3. 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.

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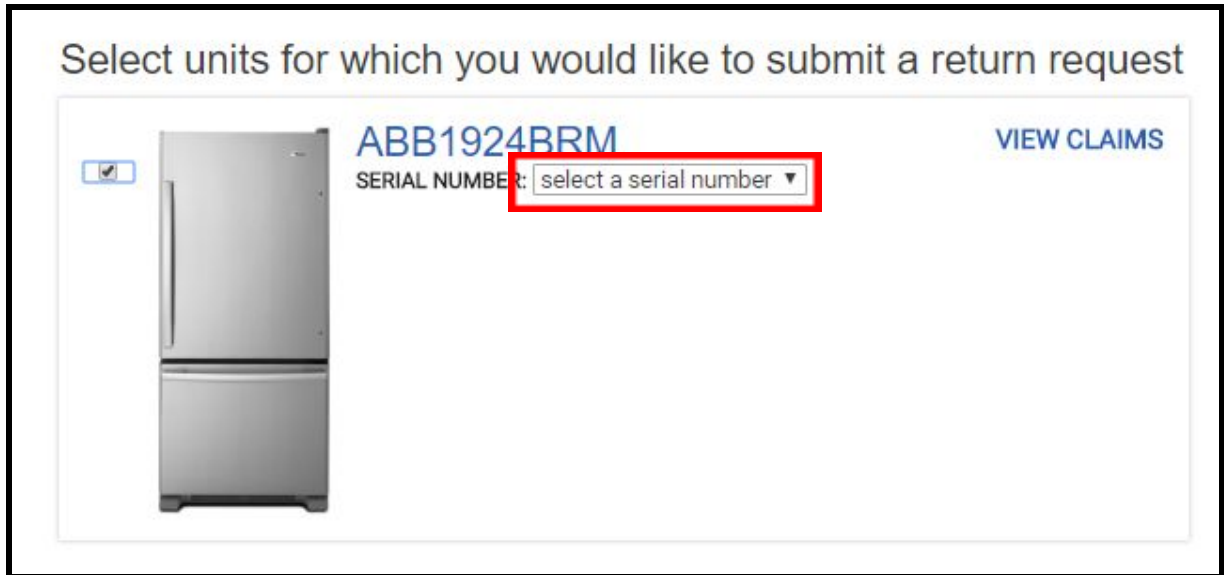
8. Click the **Serial Number** drop-down arrow.

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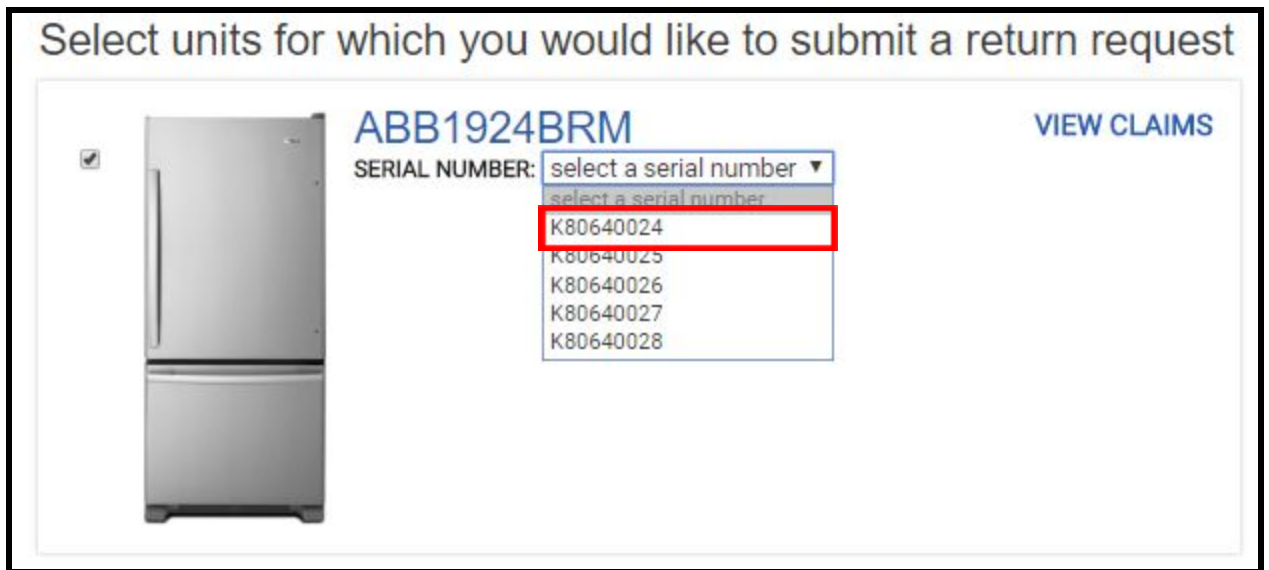
Notes:

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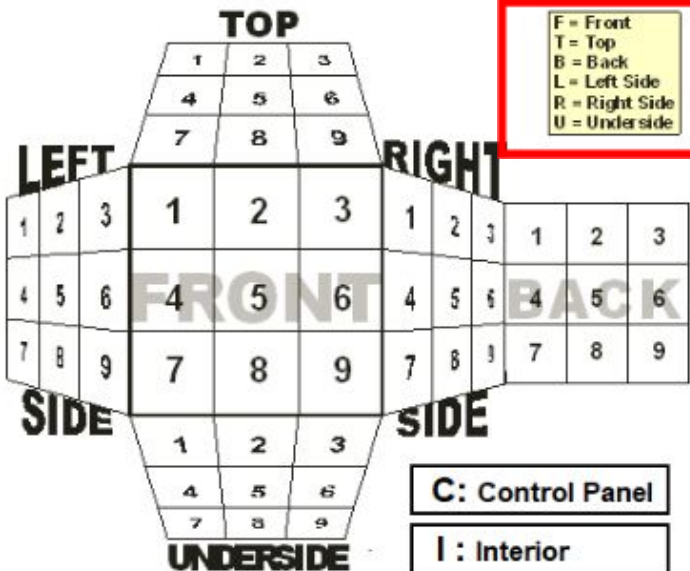
11. A list of options for the item displays. In the **Type of Damage** field, click the drop-down arrow.

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

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.

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

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

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.

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

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.
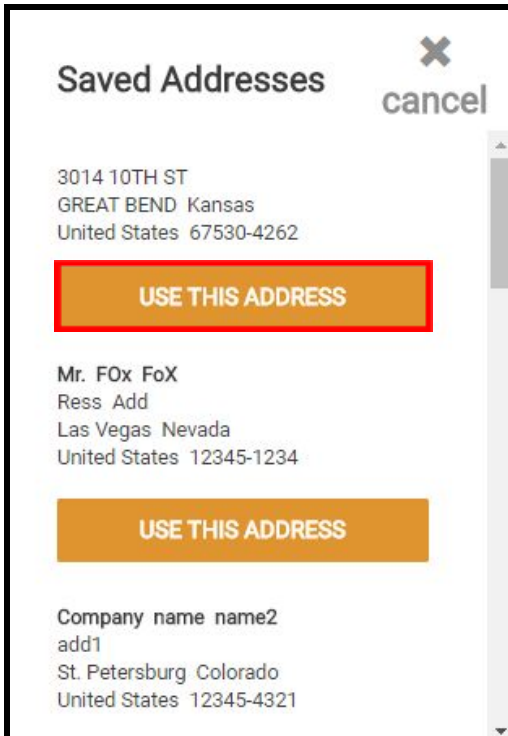
17. Verify the **Pickup Address**. If it is incorrect, click **Change**.
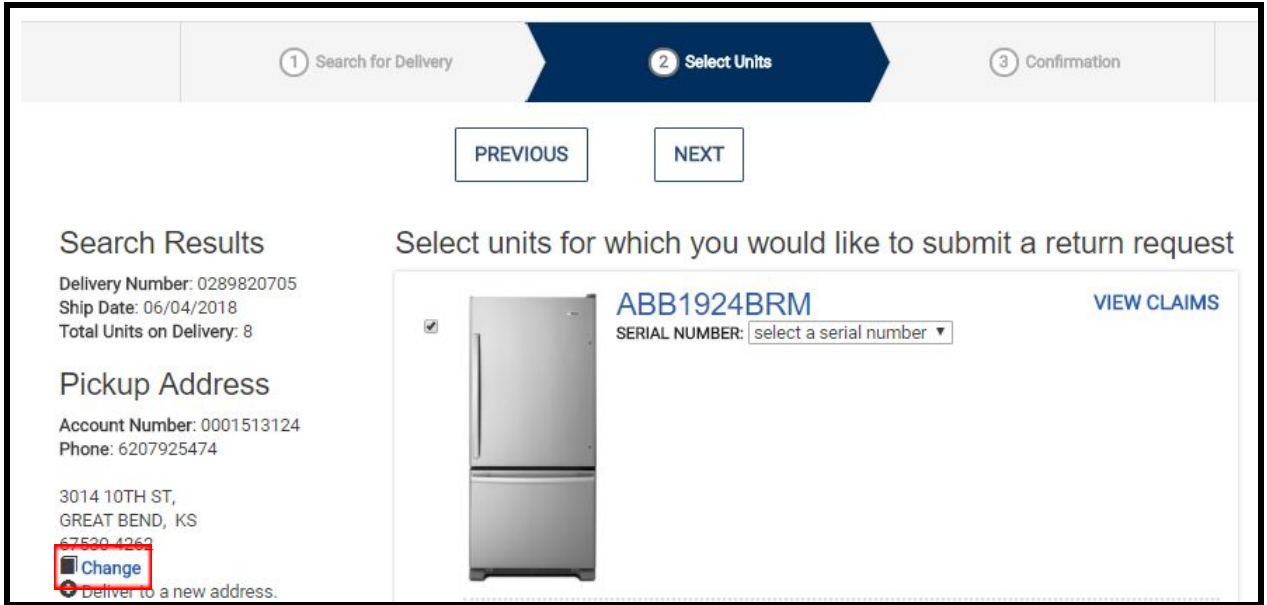
18. A dialog box lists alternative addresses that can be selected. Locate the desired address and click **Use This Address**.

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

   ● First Name

   ● Last Name

   ● Phone

   ● Email

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.

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

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