

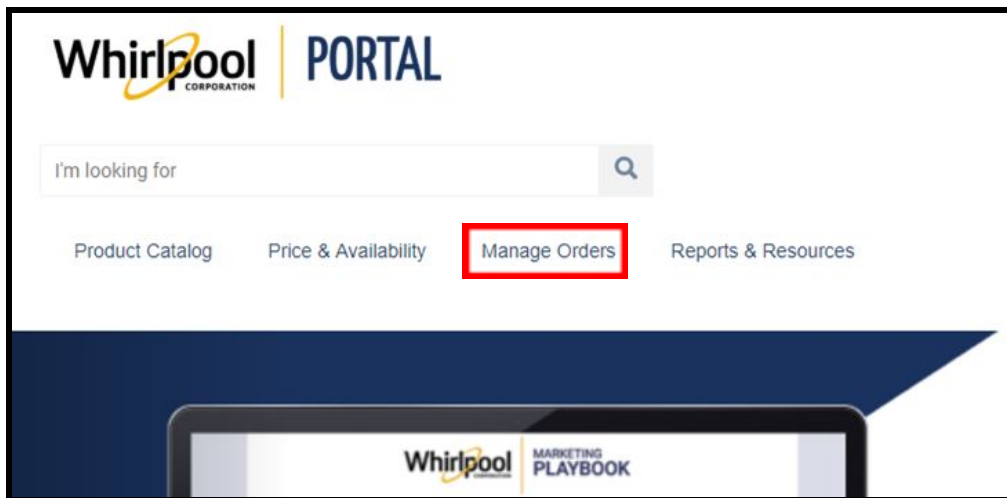
SUBMITTING A RETURN REQUEST

Purpose

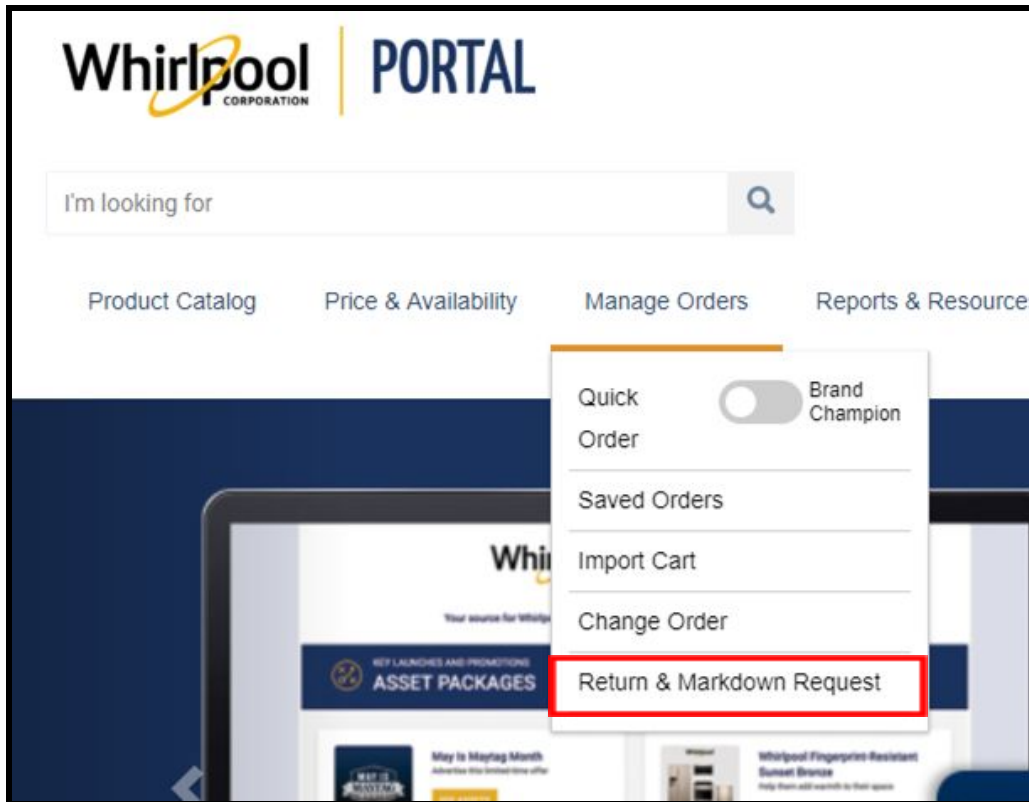
Use this Quick Reference Guide to view the steps to enter a Return & Markdown Request for Lowes customers through the Whirlpool Portal.

Procedure

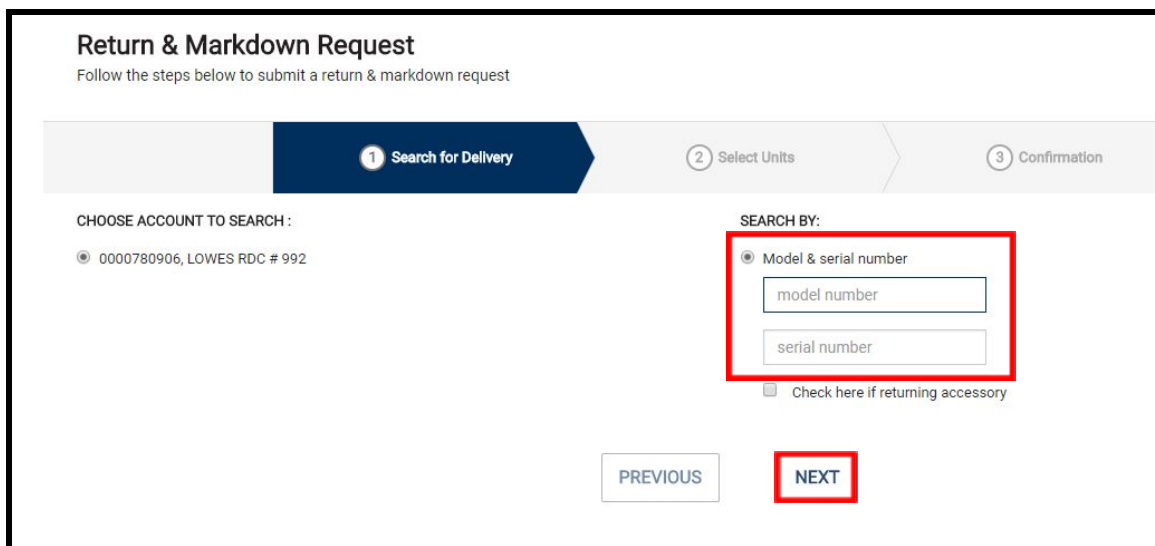
1. Start on the Whirlpool Portal **Home** page. Click the **Manage Orders** menu item.



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

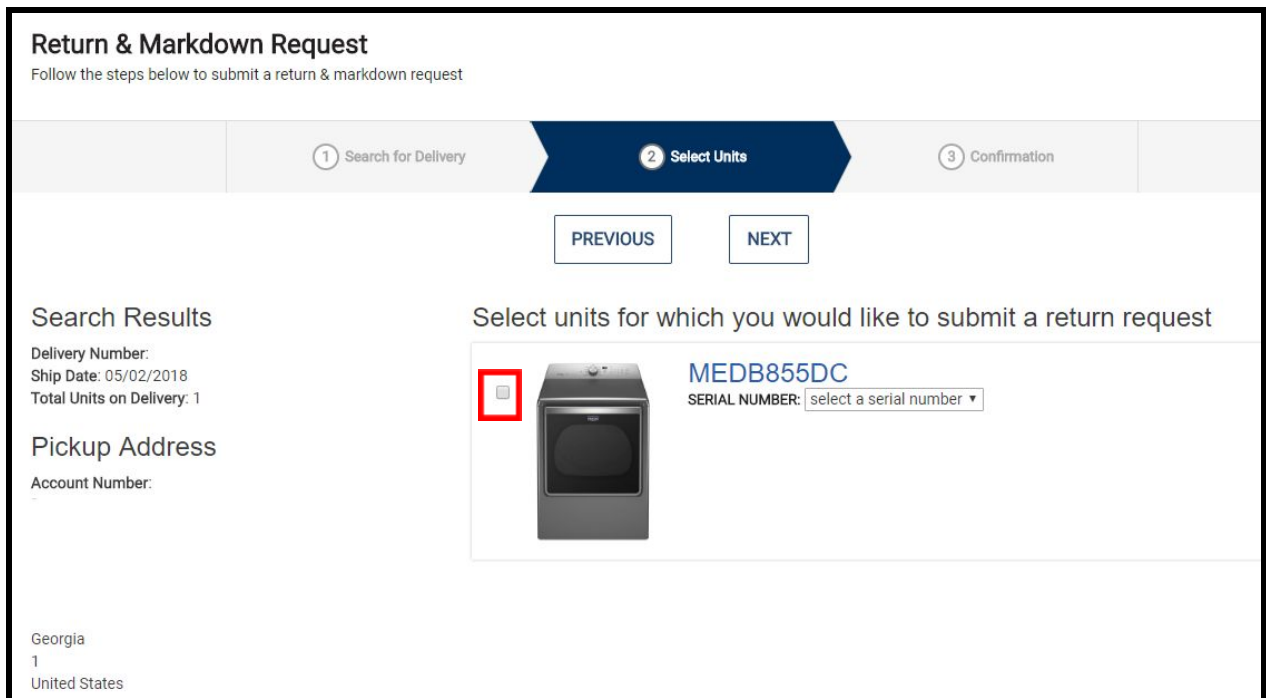


- The **Return & Markdown Request** page displays. Select the **Model & serial number** radio button and enter the model and serial number you wish to return.

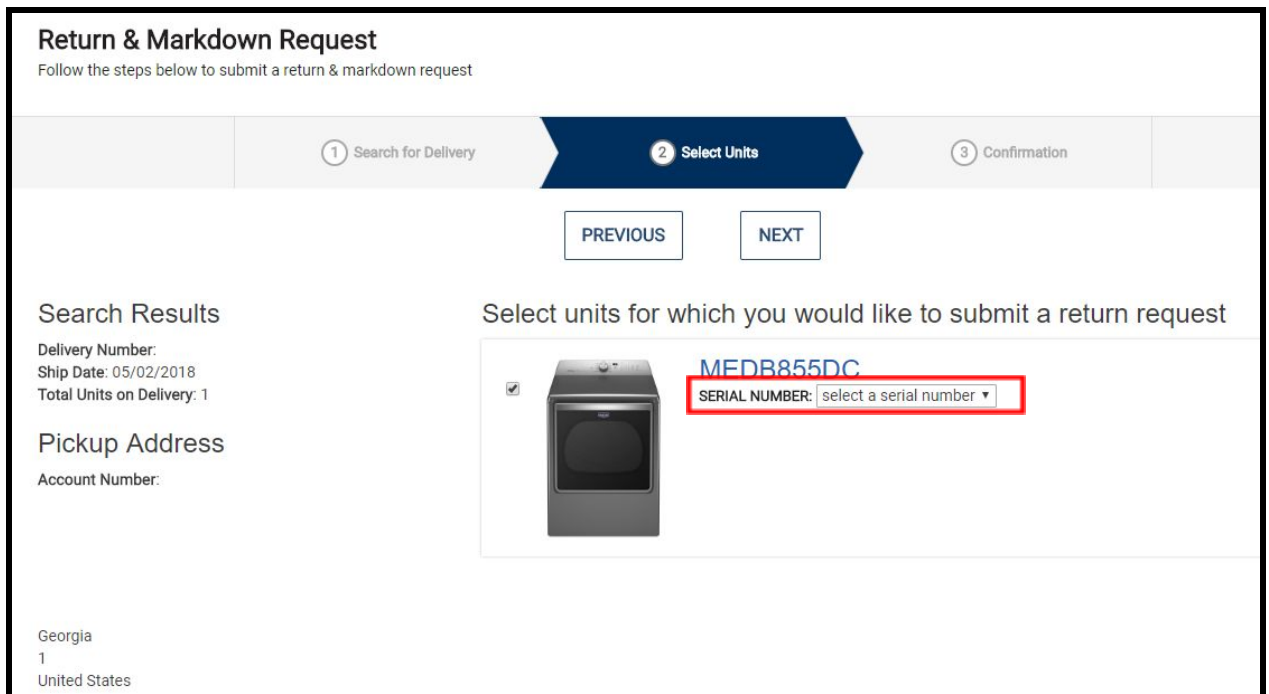


- Click **Next**.

- 5. The **Return & Markdown Request** page displays the model you entered. Select the checkbox for the model.



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



- 7. A list of delivered serial numbers for that model displays. Select the serial number of the item 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:
Ship Date: 05/02/2018
Total Units on Delivery: 1

Pickup Address
Account Number:

Georgia
1
United States


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

 **MEDB855DC**
SERIAL NUMBER:

M81608438

- 8. A list of options displays. If the item is not damaged, select the **Undamaged (good stock)** checkbox.

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

 **MEDB855DC**
SERIAL NUMBER:

Serial# M81608438 [remove](#)

SELECT PRODUCT CONDITION:

Defective Packaging Available

Damaged

Undamaged (good stock)

TYPE OF DEFECT

COMMENTS

9. If available, enter the **SOS PO Number**.

Item: MEDB855DC
SERIAL NUMBER: select a serial number ▼

Serial# M81608438 remove

SELECT PRODUCT CONDITION:

- Defective
- Damaged
- Undamaged (good stock)

RETURN REASON: select a return reason ▼

Packaging Available

COMMENTS

SOS PO NUMBER (highlighted with a red box)

ITEM NUMBER

10. Select the **Return Reason** drop-down arrow and choose the reason you are returning the product.

Item: MEDB855DC
SERIAL NUMBER: select a serial number ▼

Serial# M81608438 remove

SELECT PRODUCT CONDITION:

- Defective
- Damaged
- Undamaged (good stock)

SOS PO NUMBER

ITEM NUMBER: 844775

RETURN REASON (highlighted with a red box):

- select a return reason ▼
- select a return reason
- Carton Damage
- Customer Cancelled Order
- Unit Mis-Labeled
- Order Entry Error
- Recall & Rework
- Stolen & Theft
- Short Shipment
- Wrong Unit Shipped
- Customer Ordering Mistake
- Showroom/Display Product

11. If the packaging was retained, select the **Packaging Available** checkbox.

The screenshot shows a return form for a Whirlpool MEDB855DC washing machine. The form includes a product image, a 'SERIAL NUMBER' dropdown menu, and a 'Serial# M81608438' label with a 'remove' link. Under 'SELECT PRODUCT CONDITION:', the 'Undamaged (good stock)' radio button is selected. Under 'RETURN REASON:', the dropdown menu is set to 'Customer Cancelled Order'. The 'Packaging Available' checkbox is highlighted with a red box. Below this, there are input fields for 'SOS PO NUMBER' and 'ITEM NUMBER' (containing '844775'), and a 'COMMENTS' text area.

12. If desired, enter a **Comment** further explaining the product return request.

This screenshot is identical to the previous one, but the 'COMMENTS' text area is highlighted with a red box, indicating where a user should enter a comment explaining the return request.

13. Verify or enter your **Contact Information**. Complete the following fields:

- First Name
- Last Name
- Phone
- Email

Delivery Number:
Ship Date: 05/02/2018
Total Units on Delivery: 1

Pickup Address
Account Number:
Phone:

United States


Contact Information

FIRST NAME

LAST NAME

PHONE

EMAIL



MEDB855DC
SERIAL NUMBER:

Serial# M81608438

SELECT PRODUCT CONDITION:

Defective

Damaged

Undamaged (good stock)

SOS PO NUMBER

ITEM NUMBER

14. Click **Next**.

Delivery Number:
Ship Date: 05/02/2018
Total Units on Delivery: 1

Pickup Address
Account Number:
Phone:

United States


Contact Information

FIRST NAME

LAST NAME

PHONE

EMAIL



MEDB855DC
SERIAL NUMBER:

Serial# M81608438 remove

SELECT PRODUCT CONDITION:

Defective

Damaged

Undamaged (good stock)

SOS PO NUMBER

ITEM NUMBER

RETURN REASON

Packaging Available

COMMENTS

- Review the return. 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 US
Account phone

Contact Information

Name Karen Kasper
Phone number 412-555-1212
Email address nbqa1@whirlpool.com

Table View **Card View**

Model #	MEDB855DC
Serial	M81608438
Delivery	
Request for	Undamaged
Type of Damage	-
Amount Requested if Markdown	-
Product Installed	No
Packaging Available	Yes

PREVIOUS CONFIRM & SUBMIT

- 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
State
Country US
Account phone

Contact Information

Name Karen Kasper
Phone number 412-555-1212
Email address nbqa1@whirlpool.com

Table View **Card View**

MODEL	SERIAL	DELIVERY	REQUEST FOR	AMOUNT REQUESTED IF MARKDOWN
MEDB855DC	M81608438		Undamaged	-

PREVIOUS CONFIRM & SUBMIT

17. 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

Street
City
State
Country US
Account phone

Contact Information

Name Karen Kasper
Phone number 412-555-1212
Email address nbqa1@whirlpool.com

Table View Card View

MODEL	SERIAL	DELIVERY	REQUEST FOR	AMOUNT REQUESTED IF MARKDOWN
MEDB855DC	M81608438	0277619503	Undamaged	—