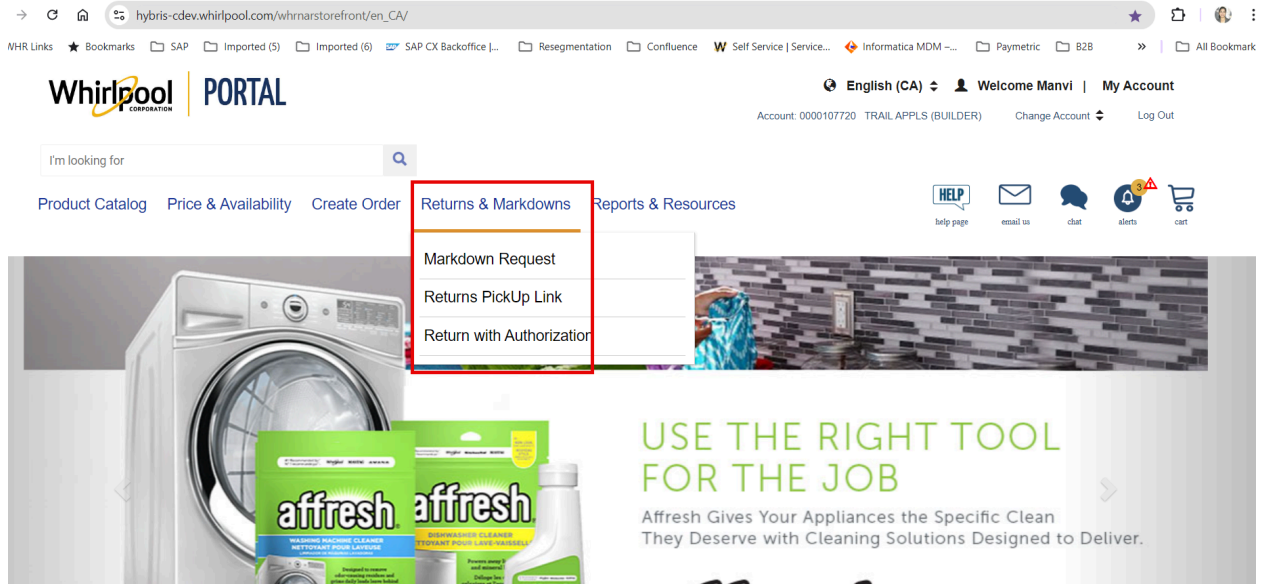


SUBMITTING A RETURN & MARKDOWN REQUEST

1. New menu - Returns and Markdowns



2. From the drop-down menu, select Markdown Request . Markdown Request page displays

a. Enter a Delivery number

Markdown Request
Follow the steps below to request a markdown request

1 Search for Delivery 2 Select Units 3 Confirmation

CHOOSE ACCOUNT TO SEARCH :

0002201748, KEYSTONE RV/PLANT 57
 Search All Accounts

SEARCH BY:

Delivery number

Model & serial number

PREVIOUS NEXT

OR

Enter the Model and Serial number for markdown

Markdown Request

Follow the steps below to request a markdown request

1 Search for Delivery 2 Select Units 3 Confirmation

CHOOSE ACCOUNT TO SEARCH :

0002201748, KEYSTONE RV/PLANT 57
 Search All Accounts

SEARCH BY:

Delivery number
 Model & serial number

model number

serial number

PREVIOUS NEXT

b. Markdown Request page displays the model(s) available for Markdown.

hybris-cqa.whirlpool.com/whrmarstorefront/en_CA/markdown-request

PREVIOUS NEXT

Search Results

Delivery Number: 0321379449
Ship Date: 09/06/2024
Total Units on Delivery: 8

Delivery Address *

Account Number: 0002201748
Phone: (269) 555-1212
WHIRLPOOL WEB WORLD TEST CANADA
1901 MINESOTA COURT,
MISSISSAUGA, Ontario
L5N 3A7
Canada
[Change](#)
Deliver to a new address.

Contact Information


FIRST NAME *

LAST NAME *

PHONE *

EMAIL *

Select units for which you would like request a markdown

 **YWML55011HW** [VIEW CLAIMS](#)
1,1 cu. ft. Low Profile Microwave Hood Combination

SELECT SERIAL NUMBER(S):

900955991
 900955992
 900955993
 900955994
 900955995 [x cancel](#)

DAMAGED ALLOWANCE REQUEST:

Damaged

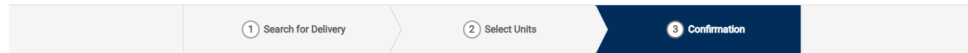
PRODUCT ALLOWANCE AMOUNT
\$100.00
If you don't accept the allowance amount, please submit a return request

900955997
 900955998

- Select the checkbox(es) for the item(s) available for Markdown and product allowance is displayed.
- There are no Return related fields on the Markdown Request form.
- "Damaged Allowance Request" is displayed
- "Damaged" checkbox is pre-selected and disabled.
- Click Next and Submit(if you want to proceed with Markdown)

Markdown Request

Follow the steps below to request a markdown request



Review

Your returns are not submitted until you confirm

Account Information

Street 1901 MINESOTA
City MISSISSAUGA
State ON
Country CA
Account phone (789) 065-4321

Contact Information

Name Manvi Verma
Phone number (789) 065-4321
Email address manvi_verma@whirlpool.com

Table View Card View

Model #	YWML55011HW
Serial	612875732
Delivery	0321374750
Request for	Markdown
Type of Damage	-
Product Allowance Amount	\$100.00
Product Installed	-
Packaging Available	-

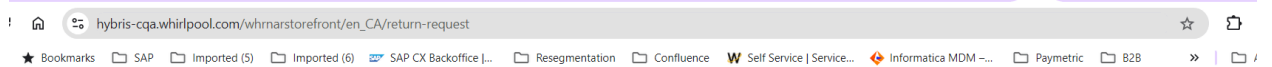
PREVIOUS

SUBMIT



3. From the drop-down menu, select Returns with Authorization. Return Authorization Request for Home Delivery Network displays

- Repeat step 2a - Search with Model number and Serial number OR Delivery Number
- There are 4 steps instead of 3, additional step at the end to Request Pick up(google form)



Return Authorization Request For Home Delivery Network

Follow the steps below to submit a return request



PREVIOUS

NEXT


Search Results

Delivery Number: 0321379449
Ship Date: 09/06/2024
Total Units on Delivery: 8

Delivery Address

Account Number: 0002201748
Phone: 2695551212
WHIRLPOOL WEB WORLD TEST CANADA
1901 MINESOTA COURT,
MISSISSAUGA, Ontario
L5N 3A7
Canada
[Change](#)
Deliver to a new address.

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

 YWML55011HW VIEW CLAIMS
1.1 cu. ft. Low Profile Microwave Hood Combination

SELECT SERIAL NUMBER(S):

900955991 x cancel

SELECT PRODUCT CONDITION:

Damaged Acceptable Packaging Available?*

Undamaged (good stock) Product Installed

TYPE OF DAMAGE* *

please select type of damage

- c. User can fill in Return Request form for
 - i. Damaged - No return reason and extra fields removed(See screenshot above)
 - ii. Undamaged - No changes
- d. Select the appropriate checkboxes as follows if Damaged condition is selected:
 - Packaging Available - select if the item has the original packaging.
 - Product Installed - select if the product was installed at a customer site.
- e. Verify the Delivery Address on your left . If your account has the permissions to change the delivery address location, change it here by clicking Change
- f. 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

LAST NAME

PHONE

EMAIL

Follow the steps below to submit a return request



PREVIOUS NEXT

Search Results

Delivery Number: 0321379449
 Ship Date: 09/06/2024
 Total Units on Delivery: 8

Delivery Address

Account Number: 0002201748
 Phone: 2695551212
 WHIRLPOOL WEB WORLD TEST CANADA
 1901 MINESOTA COURT,
 MISSISSAUGA, Ontario
 L5N 3A7
 Canada
 Change
 Deliver to a new address.

Contact Information

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

YWML55011HW [VIEW CLAIMS](#)
 1.1 cu. ft. Low Profile Microwave Hood Combination

SELECT SERIAL NUMBER(S):

900955991 x cancel

SELECT PRODUCT CONDITION:

Damaged Acceptable Packaging Available?*

Undamaged (good stock) Product Installed

TYPE OF DAMAGE* *

please select type of damage

900955992

- g. Next step 3 - Confirmations: 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.
- h. If the information is accurate, click Submit . Otherwise, click Previous and correct the information.
- i. By Clicking Submit, user will be directed to the to Request Pick up of the return



Review

Account Information

Street 1901 MINESOTA
 City MISSISSAUGA
 State ON
 Country CA
 Account phone (789) 065-4321

Contact Information

Name Sahithi Koganti
 Phone number (800) 852-5967
 Email address sahithi_koganti_accnture@whirlpool.com

Table View Card View

MODEL	SERIAL	DELIVERY	REQUEST FOR	PRODUCT ALLOWANCE AMOUNT
WZC5216LW	8003437167819	0321382907	Damaged	--

PREVIOUS **SUBMIT** By clicking on Submit you'll be able to set up pick-up of your return.

- j. Request Pick up button is displayed and navigates user to request Pick up for the returned item

I'm looking for

Product Catalog Price & Availability Create Order Returns & Markdowns Reports & Resources



Return Authorization Request For Home Delivery Network

Follow the steps below to submit a return request

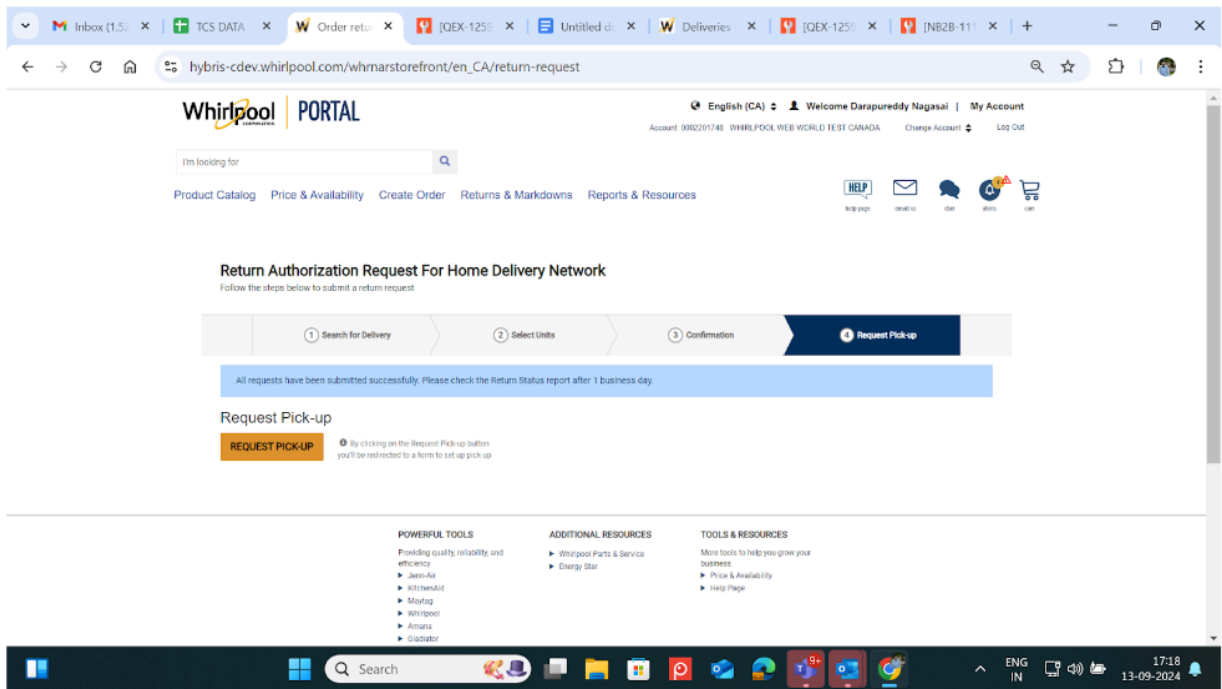


All requests have been submitted successfully. Please check the Return Status report after 1 business day.

Request Pick-up

REQUEST PICK-UP ⓘ By clicking on the Request Pick-up button you'll be redirected to a form to set up pick-up

k. On clicking submit, it navigate to Step 4 - Request Pick up link(google form)



4. **If the item is not damaged, select the Undamaged (good stock) checkbox.**

Return Authorization Request For Home Delivery Network

Follow the steps below to submit a return request

Search Results
Delivery Number: 0321374750
Ship Date: 08/26/2024
Total Units on Delivery: 1

Delivery Address
Account Number: 0002201748
Phone: 2695551212
WHIRLPOOL WEB WORLD TEST CANADA
1901 MINESOTA COURT.,
MISSISSAUGA, Ontario
L5N 3A7
Canada
[Change](#)
Deliver to a new address.

Contact Information
FIRST NAME
Manvi
LAST NAME
Verma

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

612875732
YWML55011HW
1.1 cu. ft. Low Profile Microwave Hood Combination

SELECT PRODUCT CONDITION:

Damaged

Undamaged (good stock)

RETURN REASON* *

select a return reason

Original Packaging Available?*

Product Installed

Acceptance of \$100 restock fee*

- Fields relating to damaged items are no longer displayed. Select the Return Reason
- Select the appropriate checkboxes as follows:
 - Packaging Available - select if the item has the original packaging.
 - Product Installed - select if the product was installed at a customer site.
 - Acceptance of \$100 restock fee - select to agree to pay the \$100 restock fee for returning the item. If you do not select this checkbox, the following error message displays: "This claim cannot proceed and would be denied if the restock fee is not accepted."
- Click Next and follow Step 3g and

Follow the steps below to submit a return request



PREVIOUS

NEXT

Search Results

Delivery Number: 0321374750
Ship Date: 08/26/2024
Total Units on Delivery: 1

Delivery Address

Account Number: 0002201748
Phone: 2695551212
WHIRLPOOL WEB WORLD TEST CANADA
1901 MINNESOTA COURT.,
MISSISSAUGA, Ontario
LSN 3A7
Canada
[Change](#)
Deliver to a new address.

Contact Information


FIRST NAME

LAST NAME

PHONE

EMAIL

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

	YWML55011HW 1.1 cu. ft. Low Profile Microwave Hood Combination
612875732	
SELECT PRODUCT CONDITION:	RETURN REASON*
<input type="radio"/> Damaged	<input type="text" value="select a return reason"/>
<input checked="" type="radio"/> Undamaged (good stock)	<input checked="" type="checkbox"/> Original Packaging Available?*
	<input type="checkbox"/> Product Installed
	<input checked="" type="checkbox"/> Acceptance of \$100 restock fee*

PREVIOUS

NEXT