

SUBMITTING A DAMAGE CLAIM REQUEST FOR LOWES

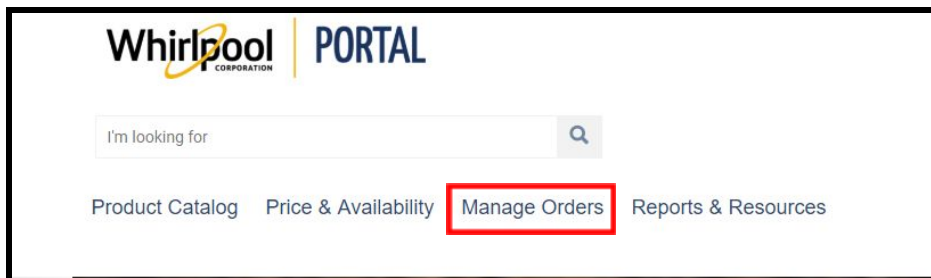
Purpose

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

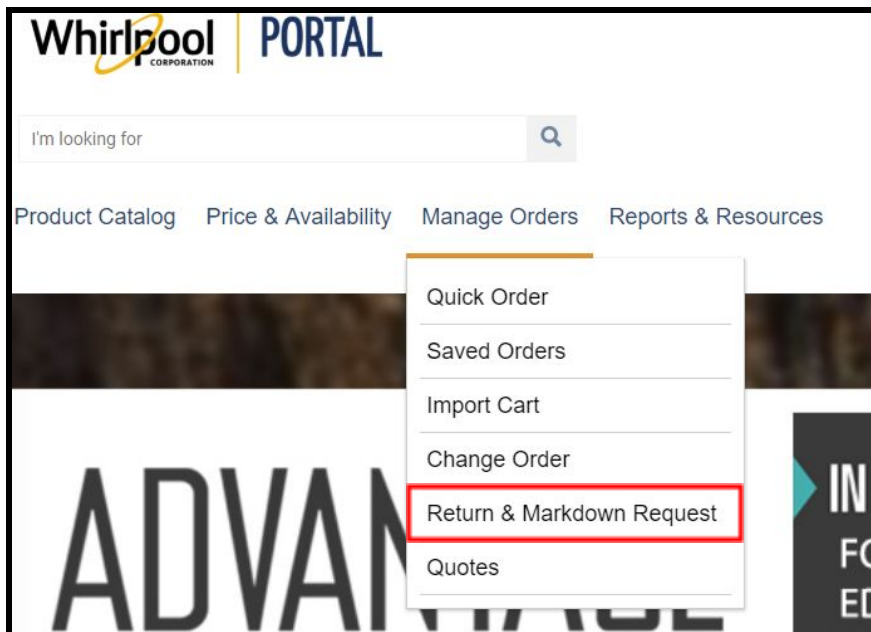
- A Damage Claim Request is a Return Request for a damaged product.
- Make sure to identify the damaged area on the product. This information is required on the request form.

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:

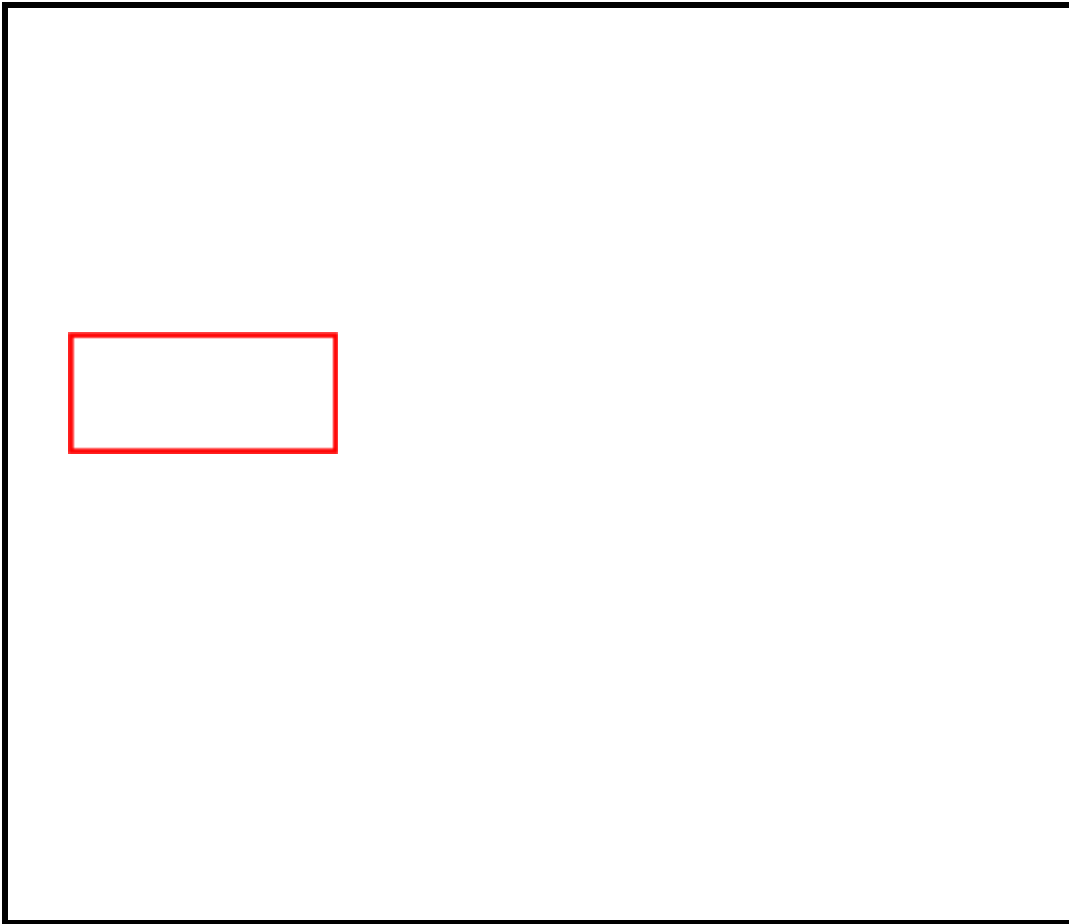
- 7. From the drop-down menu, select the serial number of the product to be returned.

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

 **WGE745C0FS**
SERIAL NUMBER:

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.

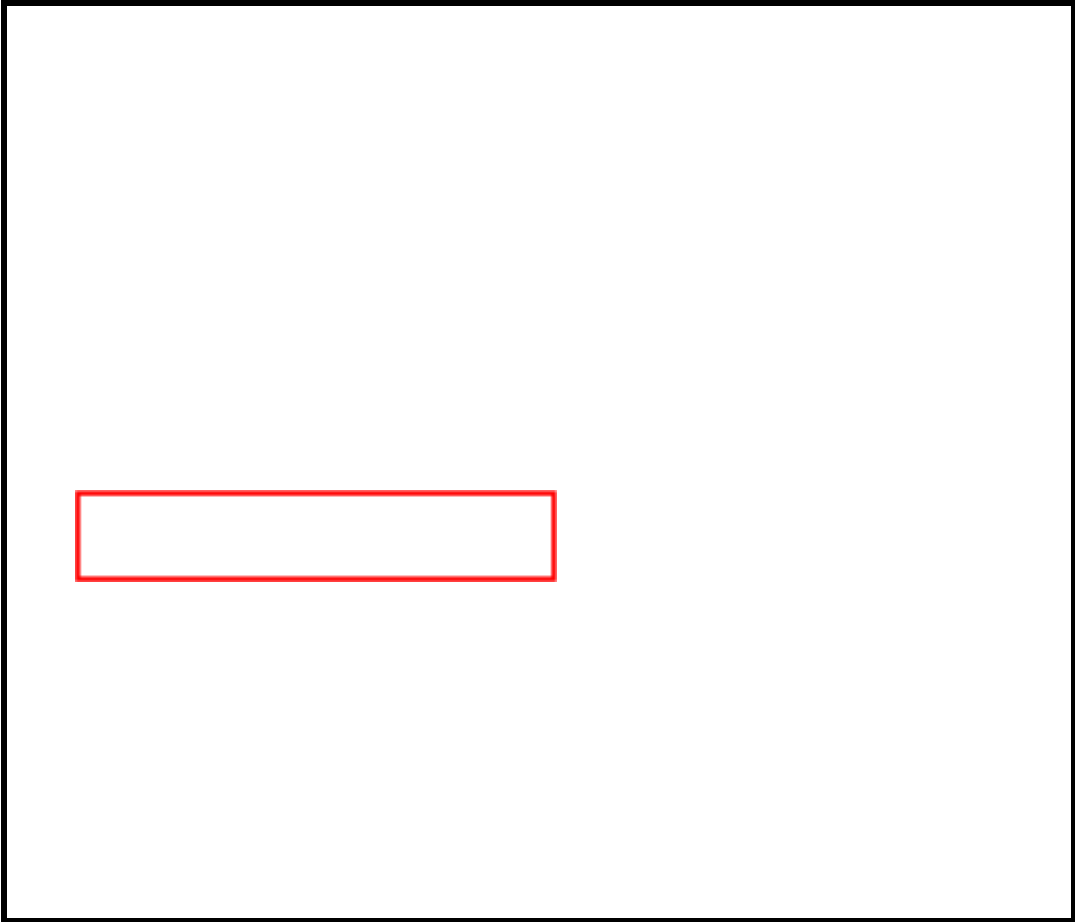
Note: To return undamaged products, see the Quick Reference Guide for **Return Requests**.




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.



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 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

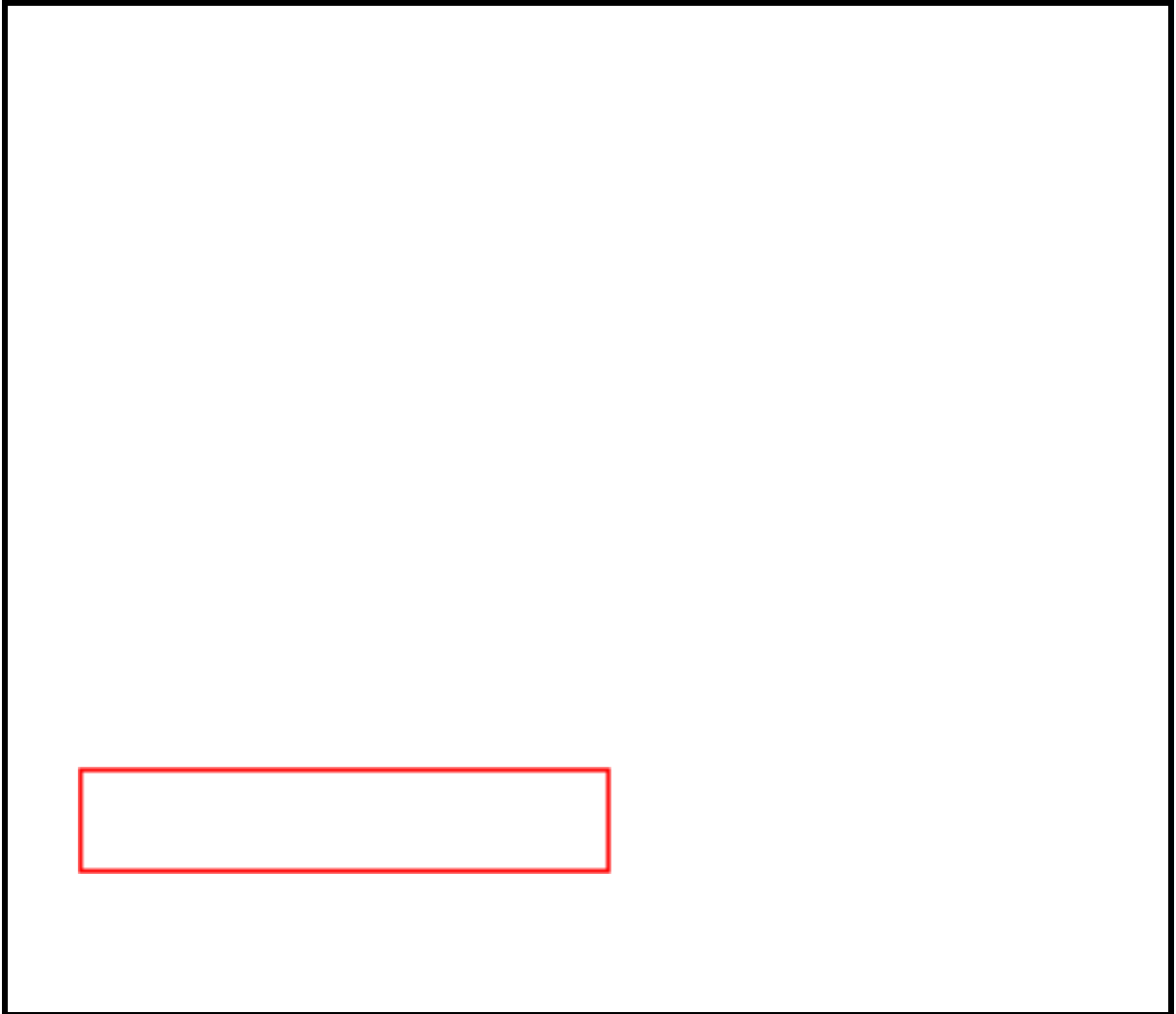
ITEM NUMBER

RECEIPTS

[Add receipt](#)

COMMENTS


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

A large black rectangular box representing a form area. Inside the bottom-left corner of this box is a smaller red rectangular box, which is an input field for entering an item number.

14. Click **Add receipt**.



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

 **WGE745C0FS**
SERIAL NUMBER:

[remove](#)

Serial# D80515716

SELECT PRODUCT CONDITION:

Defective
 Damaged
 Undamaged (good stock)

TYPE OF DEFECT

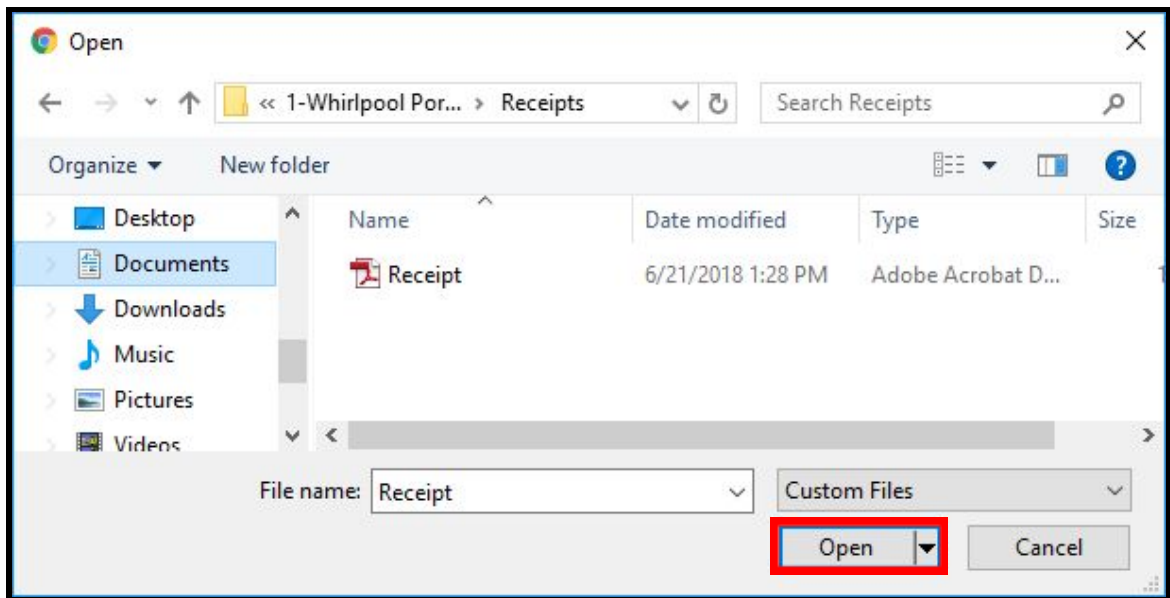
SOS PO NUMBER

ITEM NUMBER




RECEIPTS
 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

[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

TYPE OF DAMAGE

please select type of damage

LOCATION OF DAMAGE

please select the location of damage

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

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)

SOS PO NUMBER

ITEM NUMBER: 803967

Left Store
 DELIVERY DATE
 RETURN DATE
 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

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)

Left Store

DELIVERY DATE

RETURN DATE

SOS PO NUMBER

ITEM NUMBER

803967

TYPE OF DAMAGE

Dented

COMMENTS

LOCATION OF DAMAGE

please select the location of damage

TOP

1	2	3
4	5	6
7	8	9

LEFT SIDE

1	2	3
4	5	6
7	8	9

RIGHT SIDE

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

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.

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

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

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

Carry Out

Delivery

Defective

Damaged

Undamaged (good stock)

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

Carry Out

Delivery

SOS PO NUMBER

DELIVERY DATE

RETURN DATE

ITEM NUMBER

803967

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 D.

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 Delivery2 Select Units3 Confirmation

PREVIOUSNEXT

Search Results

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

Pickup Address

Account Number: 0000780906

Contact Information


FIRST NAME

LAST NAME

PHONE

EMAIL

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

 **WGE745C0FS**
SERIAL NUMBER:

remove

Serial# D80515716

SELECT PRODUCT CONDITION:

Defective

Damaged

Undamaged (good stock)

SOS PO NUMBER

ITEM NUMBER

TYPE OF DAMAGE

Left Store

Carry Out

Delivery

DELIVERY DATE

RETURN DATE

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 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 #WGE745C0FS	
Serial	D80515716
Delivery	0278043348
Request for	Damaged
Type of Damage	Dented
Amount Requested if Markdown	-
Product Installed	-
Packaging Available	-

[PREVIOUS](#) [CONFIRM & SUBMIT](#)

