



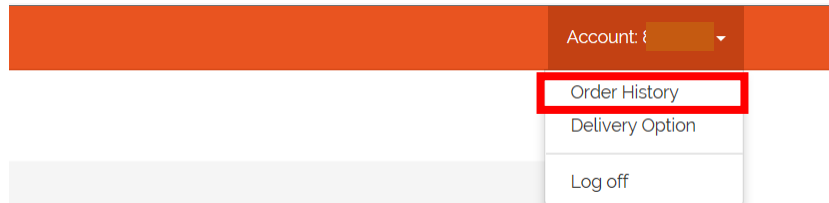
BACK TO WORK

Returns & Exchanges

www.lowesbacktowork.com.au

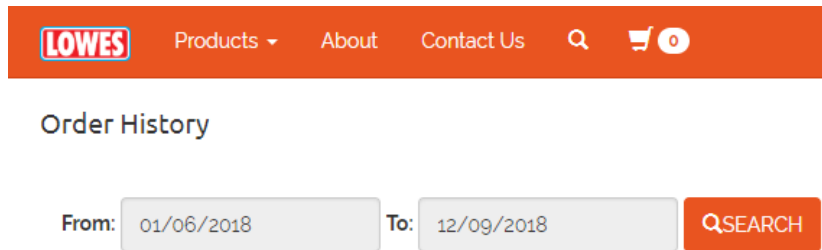
STEP ONE

Select **Order History** from the menu in the top right hand corner



STEP TWO

Select the **Date Range** for the order you wish to exchange/return



STEP THREE

Once you have located the order click on the **Exchange** button and the order will open in a new tab

Order History



Order ID	Invoice No.	Order Date	Name	Delievry	Total	Status	View	Exchange	Pay
1606722	3146555	01-6-2018		Delivery	\$79.85	Completed	View	Exchange	Pay
1606762	3146562	01-6-2018		Delivery	\$169.85	Completed	View	Exchange	Pay
1607478	3146777	04-6-2018		Delivery	\$169.85	Completed	View	Exchange	Pay
1607635	3148278	05-6-2018		Delivery	\$169.85	Completed	View	Exchange	Pay
1608001	3146922	06-6-2018		Delivery	\$119.90	Completed	View	Exchange	Pay
1612709	3148325	25-6-2018		Delivery	\$117.90	Completed	View	Exchange	Pay

STEP FOUR

Here you can select to either **Return** or **Exchange** a product. Simply tick the correct box next to the item you wish to make a change to. Then in the **Note** section state what you would like the product exchanged to.

For orders where you want to still keep some of the items make sure to tick **Keep** next to those particular items.

Lastly enter your **Name**, **Email** and any further **Comments** on the order and click **Submit Request**.

Order No: 1607635
Order Status: Completed
Invoice Number: 3148278
Delivery Option: DeliveryWithSignature
Branch Name:
Branch Address:
Phone No.
Order Date: 5/06/2018 11:01:14 AM
P.O. Number:
Name:
30-Day Account:

Product ID	Title	Color	Size	Price	Quantity	Return/Exchange ?	Note
33382	Lowes Short Sleeve Hi-Vis Polo Top	Yellow	M	\$19.95	2	<input type="checkbox"/> Return <input type="checkbox"/> Exchange <input type="checkbox"/> Keep	
33388	Lowes Drill Cargo Trousers	Black	82	\$45.00	2	<input type="checkbox"/> Return <input type="checkbox"/> Exchange <input type="checkbox"/> Keep	
41681	Lowes Hi Vis Hooded Fleece Jacket	Yellow/Navy	L	\$39.95	1	<input type="checkbox"/> Return <input type="checkbox"/> Exchange <input type="checkbox"/> Keep	

Name: Enter Name
Email: Enter Name
Comment:

Submit Request

From here the request is sent to our Online Store Customer Service team who will organise for the goods to be collected via courier, and for any new items to be sent out.

Returns are to be **placed** in the **white plastic sealed bags** that are provided in your introduction packs. More than one order can be placed in these bags.

Any **returns** will be reflected on your accounts end of month statement with a **credit note**.