Returning Products

There are two options when returning products: calling the Customer Experience team or contacting us online. Call-in instructions are pictured to the right.

Online returns are not available for all customers, such as those with central purchasing. Contact your administration for detail.

Online returns are a four-step process. Hover your mouse pointer over **MY ACCOUNT** and click on **Returns** in the drop down menu. A page like _figure 39_ will appear.
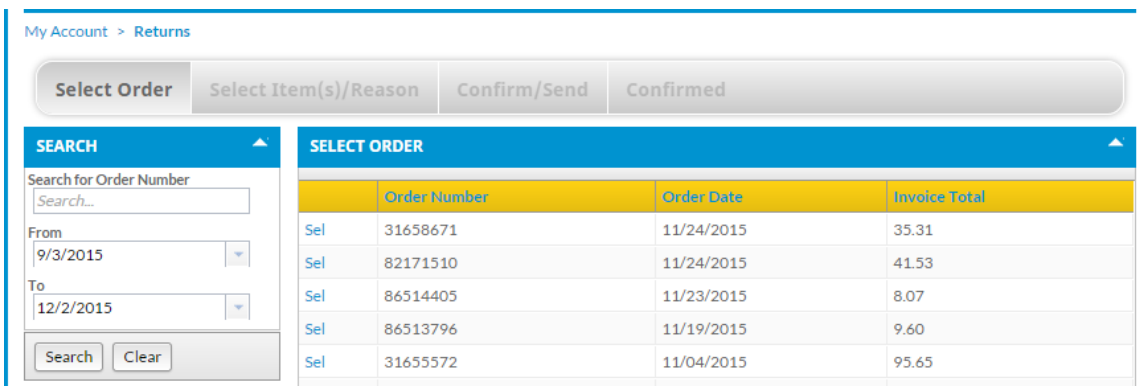

Figure 39

Step One: You can search by **Order Number**, or filter invoices by date-range.

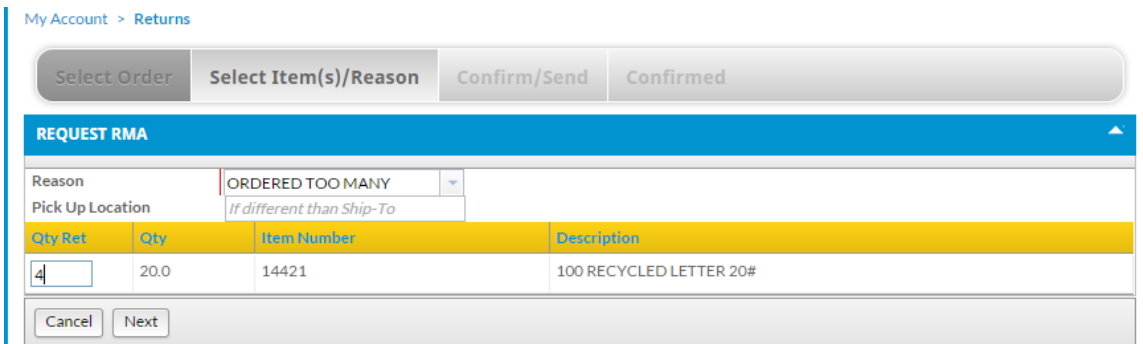Click **Sel** next to the appropriate **Order Number**. A page like _figure 40_ will appear.

Figure 40

Step Two: Click on the drop down menu and select a reason for your return. Enter the **Quantity** of the item(s) you wish to return. If the item(s) will be at a different location than where we delivered it, enter that location in the **Pick Up Location** field (for example: "Main reception desk").

Click **Next** once you are finished. Click **Cancel** if you need to select a different invoice. A page like _figure 41_ will appear.

Figure 41

Step Three: Click **Create Return** if the quantity, reason, and item(s) fields are correct.

Click **Back** if you need to change the quantity, reason, or item being returned.

Cancel will stop the return process and send you back to **Step One**.

Figure 42

Step Four: A Return Authorization PDF will be emailed to you. Print and attach it to the item(s) being returned.

Online Return Summary

1. Select Order Number
   a. Find the **Order Number** that contains item(s) you wish to return
   b. Click **Sel** next to the appropriate **Order Number**.
2. Select Reason, Enter Quantity, Enter Pick Up Location
   a. Select from drop down menu the **Reason** for your return.
   b. Enter the **Quantity** you are returning.
   c. Optional: Enter **Pick Up Location** if different from where item(s) was delivered.
   d. Click **Next.**
3. Review and Confirm
   a. Review the reason, item(s) quantity, and item(s) being returned.
   b. Click **Create Return** to confirm the return.
4. Print and Attach
   a. Find an email from us with an attached **Return Authorization** PDF.

Managing Issues

Our Customer Experience phone line and email are the primary methods of fixing issues with any order. The Customer Experience team will help you with:

Customer Experience Team
Local: (250) 384-0565
Toll Free: 1-800-735-3433
Email: sales@monk.ca

- Backordered and/or damaged products
- Changing or cancelling an order that has been completed (click here for checkout process information)
- Order discrepancies
- Any other assistance you need in navigating and using the site

Billing Issues

Contact Accounts Receivable for all billing issues:

Direct: 250-414-3359
Email: AR@monk.ca