

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.

Call-in Instructions

1. Have relevant **Order #** or **Invoice #** ready
2. Have the **Item #** ready
3. Have the number of items you are returning ready
4. Call Customer Experience
 - a. Local: 250-384-0565
 - b. Toll-Free: 1-800-735-3433

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.

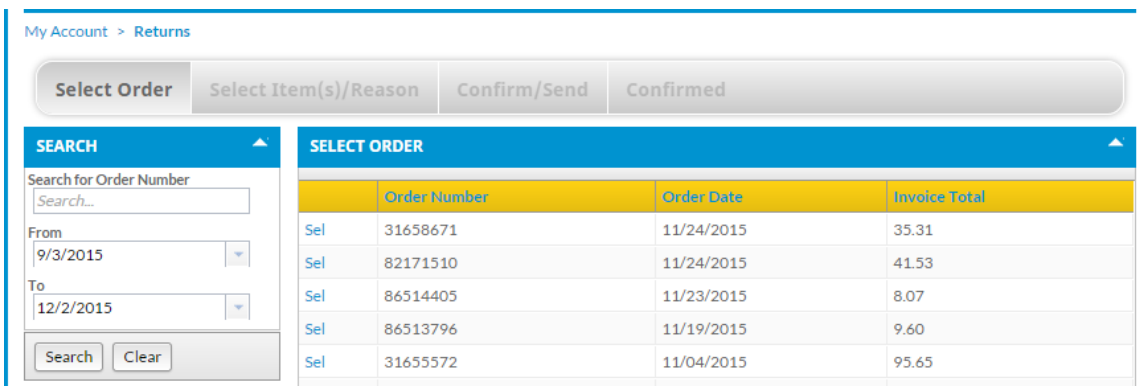


Figure 39

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.

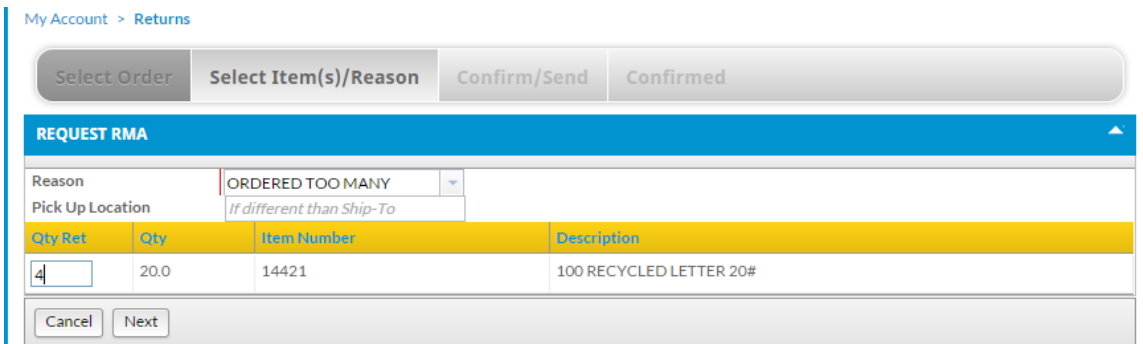


Figure 40

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.

My Account > Returns

Select Order Select Item(s)/Reason Confirm/Send Confirmed

REQUEST RMA

This is a summary of your return request. Click Create Return to submit the request.

Credit Cause: ORDERED TOO MANY
Pickup Location:

Order#	Item#	Quantity
31655572	14421	4

Back Cancel Create Return

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**.

My Account > Returns

Select Order Select Item(s)/Reason Confirm/Send Confirmed

REQUEST RMA

Your request has been successfully submitted.

Your return authorization number is 50236028.

Your Return Authorization confirmation has just been emailed to you.
Please print it and attach to items being returned to ensure quick processing.

Done

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