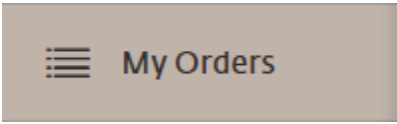

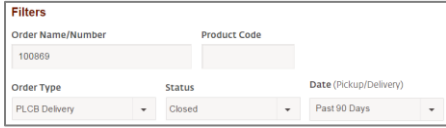
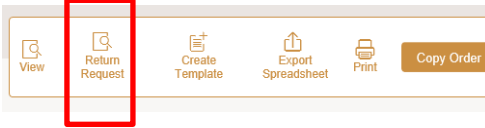
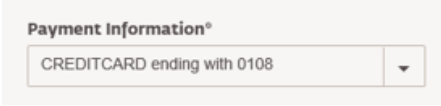
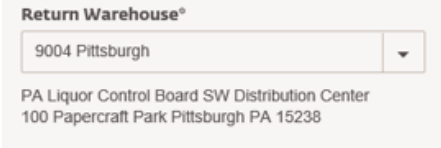
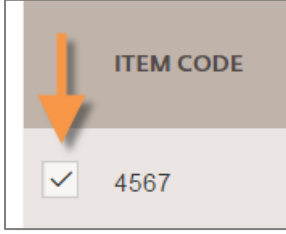
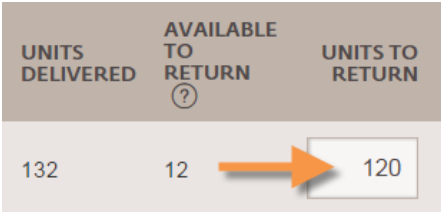
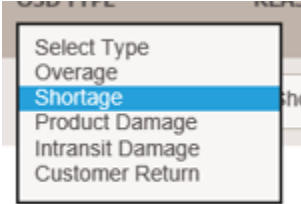
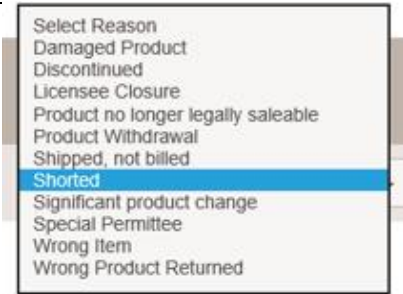
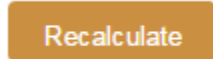

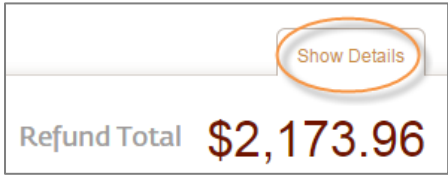
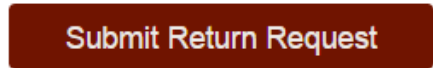


LOOP 2.0 | Order Returns

<p>1</p>	<p><b>NOTE:</b> Return Requests can only be done in LOOP for LDP (Delivery) orders.</p> <p>Click the <b>My Orders</b> button on the LOOP Dashboard.</p>	
<p>2</p>	<p>Verify the correct LID is displayed at the top of the screen for the order containing the PLCB Delivery item(s) you wish to return.</p>	
<p>3</p>	<p>Use the filters to search for the PLCB Delivery order containing the item(s) you wish to return. Remember you can only return items from PLCB Delivery orders that are in a <b>Closed</b> status.</p>	
<p>4</p>	<p>Click the ellipsis at the end of the order line you want to return and select the Return Request tab.</p>	
<p>5</p>	<p>Confirm the correct payment method is displayed.</p>	
<p>6</p>	<p>Select the warehouse the return should go to.</p>	
<p>7</p>	<p>Check the box at the beginning of the row containing the item(s) you wish to return.</p>	
<p>8</p>	<p>Enter the number of units to return in the <b>Units to Return</b> field. Notice the <b>Available to Return</b> column has now been decreased by the amount you are about to return.</p>	

<p>9</p>	<p>Select the type of return</p> <ul style="list-style-type: none"> <li>- Overage: Items shipped that are not on invoice. Option to Buy or Return. If it is bought an invoice will be created</li> <li>- Shortage: Items not shipped not on the invoice, will trigger a refund</li> <li>- Product Damage: Product that is flawed from the vendor, such as sediment or unfilled bottle</li> <li>- In Transit Damage: Damaged in transit to the licensee's location, such as a crushed case</li> <li>- Customer Return: Product on the invoice is requested to be returned to the warehouse. This carries a restocking fee of \$50 or 12.5%, whichever is greater.</li> </ul>	
<p>10</p>	<p>Select the reason you are returning the item from the Reason dropdown menu.</p>	
<p>11</p>	<p>Click on the <i>Recalculate</i> button.</p>	
<p>12</p>	<p>Verify the amount to be returned.</p>	
<p>13</p>	<p>Click on <i>Show Details</i> to view the details of the amount to be returned. Note there may be restocking fees on some or all of the items being returned.</p>	
<p>14</p>	<p>Click <i>Submit Return Request</i> once you have verified the Refund Total.</p>	
<p>15</p>	<p>Click <i>Confirm</i> if you are certain you still want to return the items and pay any possible restocking fees.</p>	