

Product Replacement Orders

1. On *InTouch* home page, find the Hyperlink at the top of the page labeled *Ordering*. Click it and scroll down to *Product Replacement* in the drop down menu. Click it.
2. Click on *I accept*.
3. Verify shipping information and click *Next*.
4. CUSTOMER INFO:
 - a. Each customer's information must be entered prior to entering their returned item into the system. Make sure you have their full name, phone number, and email address handy. You will need it. Enter the requested information and click *Add*.
 - b. Repeat until all customers included in your return are entered, then click *Next*.
5. RETRUN PRODUCT INFO:
 - a. Enter product information for returned item. If you don't have the part number, you can run a search by *product description* on that page, and it will bring up the part number for you. Look at Product Return FAQ's to get help finding the day code on your product. (Date returned must be in this format 08/12/2012). Click *Add*.
 - b. Repeat process until all returned products are entered. Match each product with its respective customer.
6. REPLACEMENT ITEM INFO: 2 options
 - a. Request an exact replacement of the item to return to your inventory or the customer if necessary.
 - b. Request a different item if the customer wished to exchange her product. (Return and replacement info must be within \$1 of each other)
 - c. Refund the customer their money if they do not wish to exchange goods and use the product replacement program to restock your inventory with another item that you need. Pay yourself 100% profit on that item when purchased to offset the cost of the returned merchandise.
7. Verify transaction summary. Click *Submit*.