

# Managing Returns & Exchanges

## Quick Reference Guide

### Exchanges

Some products purchased through PartsSource can be bought on **exchange**, meaning that the vendor will send you a part or product on the condition that you send the part or our product you are replacing back to them so they can refurbish or repair it and then re-sell it.



**Tip:** Products purchased on exchange are often less expensive than outright purchases and are often received & put into service more quickly than waiting for your damaged or defective product to be repaired and returned to you.

One of the drawbacks of purchasing products on exchange is that if the product being exchanged is not sent to the vendor in a timely fashion, costly add bills can be charged.

Fortunately, PartsSource makes it easy to manage your exchanges. First and foremost, any time you have an outstanding exchange, it will be called out on the PartsSource homepage.

The screenshot shows the PartsSource website interface. At the top, there is a search bar with the text "Search Keyword or Item Number" and a magnifying glass icon. To the right of the search bar are links for "Quick Order" and "Cart (1)". Below the search bar, there are navigation links: "Departments", "PRO", "Browsing History", "Buy it Again", "Request Quote", "My Lists", "Selected Facility Chatham Memorial Hospital", and "Hello, Earl My Account".

The main banner features the text "Ensuring Healthcare is Always On" and "Serving your organization remains our highest priority. Click to access our COVID-19 resources". Below the banner is a "Shop by Device" section with dropdown menus for "Manufacturer" and "Model", and a "FIND" button.

At the bottom of the page, there is a red-bordered box containing the Chatham Memorial Hospital logo, the text "Earl Grey PRO ACCOUNT", and two summary boxes: "Returns to be Sent 1 Return" and "Exchanges to be Sent 1 Exchange".

To access your *Exchanges* queue:

1. Click **My Account | Exchanges & Returns**. The *Exchanges & Returns* screen is displayed.

2. Ensure the *Exchanges* tab is selected, then find the card for the item you need to exchange.

The card displays information about the product and when/how it was purchased, including color coded warnings as you approach the exchange due date.

3. Click the **Print Label & Documents** button.

Your Return Good Authorization (RGA) and pre-paid shipping label are downloaded to your computer as a PDF.

4. Print your RGA and shipping label.

5. Package your product to be exchanged along with the RGA, and then attach the shipping label to the package.

6. Once the carrier picks up the package, it will be automatically tracked by PartsSource.

If you decide to use your own shipping label instead of the PartsSource label, you can manually enter the tracking number to allow PartsSource to track the item by clicking the **Enter Tracking #** link.

The screenshot shows the 'My Account > Exchanges & Returns' page. At the top, there are tabs for 'Exchanges 1' and 'Returns 1'. The main content area displays an exchange card for 'ROTOR CONTROL PCB'. The card includes the following information: ORDER #2697029 (with a 'View Details' link), CREATED 04/21/2020, \$218.75, Qty: 2, Item #: 46-232786G2, Condition: Refurbished, Return Status: Not Returnable, Facility: Chatham Memorial Hospital, Requester: EARL GREY, and Ref #: 3594471. A red banner at the bottom of the card indicates 'Exchange Due 06/18/2021 PAST DUE' and provides instructions: 'To avoid additional charges, your core exchange must be shipped back by the due date. If you have used your own shipping label enter tracking below to avoid delays.' At the bottom of the card, there are two buttons: 'ENTER TRACKING #' and 'PRINT LABEL & DOCUMENTS'.



**Note:** You will still need to print and include the RGA with your product to be exchanged, even if you are not also using the included prepaid shipping label.

# Returns

Occasionally, you may find it necessary to return a product to PartsSource.

## Initiating a Return

To initiate a return:

1. Click **My Account | Orders** to display the *Orders* screen.
2. If the product to be returned was recently delivered, select the *Delivered* tab and then find the card for the item you need to return.

If the product to be returned was delivered more than 2 business days ago, you may need to click the **View All Orders** link on the *Orders* screen to find and view your order.

3. To initiate the return, click **Return**.

The screenshot shows the 'My Account > My Open Orders' page. At the top, there are navigation links for 'My Account > My Open Orders' and a 'View All Orders' link highlighted with a red box. Below this are tabs for 'Ordered 733', 'Shipped 281', and 'Delivered 169'. The main content area displays order details for 'ORDER #4682928' created on '01/25/2022'. The item is 'DETECTOR TETHER CABLE' with a price of '\$152.41', quantity of '1', and item number 'SP8H7541'. The condition is 'New OEM Original Outright'. Below this, there are fields for 'Return Status', 'Facility', 'Requester', and 'Ref #: 5784593'. A 'Scheduled Delivery Date January 26, 2022' is also shown. At the bottom, there are three buttons: 'BUY IT AGAIN', 'CHECK IN', and 'RETURN'.

- The Return Wizard is displayed. Enter the requested information about the order and product you'd like to return.
- When finished, click **Initiate Return**.

Order # 5784593

\$0.00 1

Return Reason [dropdown] Notes [text area]

Phone [text field] Lot Number (Core/Exchange Part) [text field]

Email none@none.com Work Order 213643

FSR [text field] CHOOSE FILE [button]

Shipping Preferences UPS [dropdown]

CANCEL INITIATE RETURN

## Sending Your Return

Once your return has been initiated, you will be issued an RGA and a pre-paid shipping label for returning your product.

PartsSource makes it easy to manage your returns. First and foremost, any time you have an outstanding return, it will be called out on the PartsSource homepage.

877-497-6412 Help About Us

PARTSOURCE Search Keyword or Item Number Quick Order Cart (1)

Departments PRO Browsing History Buy it Again Request Quote My Lists Selected Facility Chatham Memorial Hospital Hello, Earl My Account

**Ensuring Healthcare is Always On**  
Serving your organization remains our highest priority  
Click to access our COVID-19 resources  
READ MORE

Shop by Device Manufacturer [dropdown] Model [dropdown] FIND

Chatham Memorial Hospital Earl Grey PRO ACCOUNT Returns to be Sent 1 Return Exchanges to be Sent 1 Exchange

To access your *Returns* queue:

1. Click **My Account | Exchanges & Returns**. The *Exchanges & Returns* screen is displayed.

2. Ensure the *Returns* tab is selected, then find the card for the item you need to return.

The card displays information about the product and when/how it was purchased, including color coded warnings as you approach the return due date.

3. Click the **Print Label & Documents** button.

Your Return Good Authorization (RGA) and pre-paid shipping label are downloaded to your computer as a PDF.

4. Print your RGA and shipping label.

5. Package your product to be returned along with the RGA, and then attach the shipping label to the package.

6. Once the carrier picks up the package, it will be automatically tracked by PartsSource.

If you decide to use your own shipping

label instead of the PartsSource label, you can manually enter the tracking number to allow PartsSource to track the item by clicking the **Enter Tracking #** link.

My Account > Exchanges & Returns Only Me

Exchanges 1 Returns 1

ORDER #2698486 [View Details](#) CREATED 10/14/2020

**120/240 VAC Power Supply**

**\$100.00**  
Qty: 1  
Item #: 25020-PS3  
Condition: Refurbished  
Facility: Chatham Memorial Hospital  
Requester: EARL GREY  
Ref #: 3595930

Return Due 06/17/2021  
**PAST DUE**  
Returns are credited upon receipt and inspection. If you have used your own shipping label enter tracking below to avoid delays.

ENTER TRACKING # **PRINT LABEL & DOCUMENTS**



**Note:** You will still need to print and include the RGA with your product to be returned, even if you are not also using the included prepaid shipping label.

**Questions? Concerns?** Reach out to your dedicated PartsSource support team and they can assist you with anything that you need.