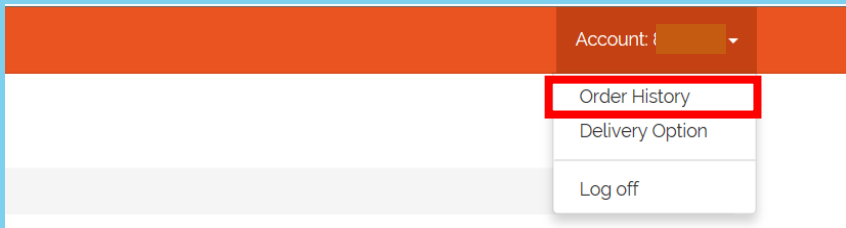
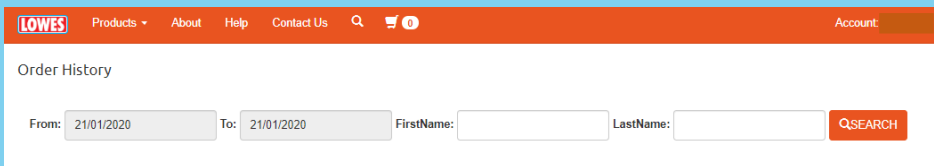


STEP ONE



Select Order History from the menu in the top right-hand corner.

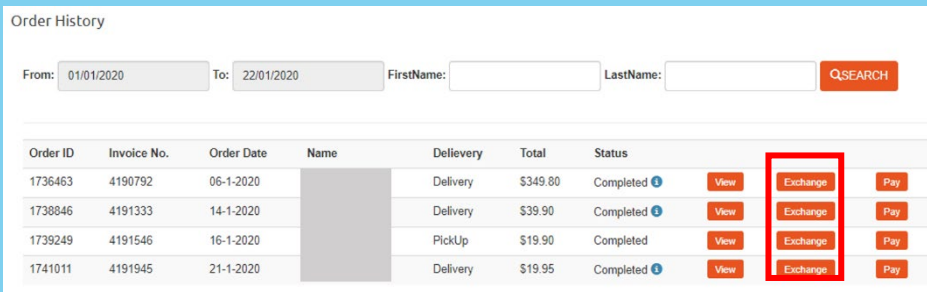
STEP TWO



Select the Date Range for the order you wish to exchange and/or return.

You can also search by First Name and Last Name within a specific date range

STEP THREE



Once you have located the order click on the Exchange button and the order will open in a new tab.

Please note that the Exchange button will be disabled for orders that have passed the 21-day Return and Exchange period.



BACK TO WORK

RETURNS & EXCHANGES

STEP FOUR

Exchange

Order No: [Redacted]
 Order Status: Completed
 Invoice Number: [Redacted]
 Delivery Option: DeliveryWithSignature
 Branch Name: [Redacted]
 Branch Address: [Redacted]
 Phone No. [Redacted]
 Order Date: 6/01/2020 1:32:44 PM
 P.O. Number: [Redacted]
 Name: [Redacted]
 30-Day Account: [Redacted]

| Product ID | Title | Color | Size | Price | Quantity | Return/Exchange ? | Note |
|------------|---|--------|------|----------|----------|--|----------------------|
| 48411 | Lowes Ladies Stretch Navy Multi Pocket Work Pants | Navy | 14 | \$49.95 | 2 | <input type="checkbox"/> Return <input type="checkbox"/> Exchange <input type="checkbox"/> Keep | <input type="text"/> |
| 48410 | Lowes Ladies Pink & Navy Hi-Vis Shirt | Pink | 14 | \$49.95 | 2 | <input type="checkbox"/> Return <input type="checkbox"/> Exchange <input type="checkbox"/> Keep | <input type="text"/> |
| 47159 | Hard Yakka Ladies Steel Cap Work Boots Shiraz | Shiraz | AU 7 | \$150.00 | 1 | <input type="checkbox"/> Return <input type="checkbox"/> Exchange <input type="checkbox"/> Keep | <input type="text"/> |

Consultant Name:

Site OR Consultant Email:

Comment:

Submit Request

Here you can select to either Return or Exchange a product. Simply tick the correct box next to the item you wish to make a change to. Then in the Note section state what you would like the product exchanged to.

For orders where you want to keep select items make sure to tick Keep next to those particular items.

Lastly enter your Name, Email and any further Comments on the order and click Submit Request.

From here the request is sent to our Online Store Customer Service team who will organise for the goods to be collected via courier, and for any new items to be sent out.

Returns are to be placed in the white plastic sealed bags that are provided in your introduction packs. More than one order can be placed in these bags. To request additional return bags please email corporatewear@lowes.com.au.

Any returns will be reflected on your accounts end of month statement with a credit note.

If the exchange/return is not ready by your designated courier collection time you will receive a rebooking fee of \$15 charged to your account. Please ensure all staff are aware of any exchanges/ returns in case the person who lodged it is away on the date of collection. For rebooking's please email customer@lowes.com.au.