# HOW TO SUBMIT A RETURN REQUEST

1. Sign into *vanmeterinc.com*.
2. Click *Order History* from the *My Account* drop down menu or click *My Account* in the yellow navigation bar, then click *Order History* in the left sidebar menu.
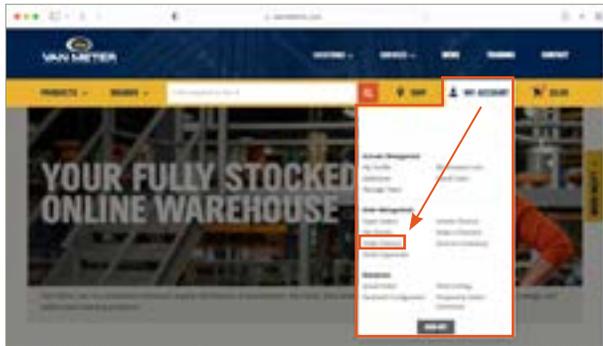
3. Click *Search Order History* to select search criteria and narrow your search.
4. Once you are viewing the order with the product to return, click into the order by selecting the *Order #*.
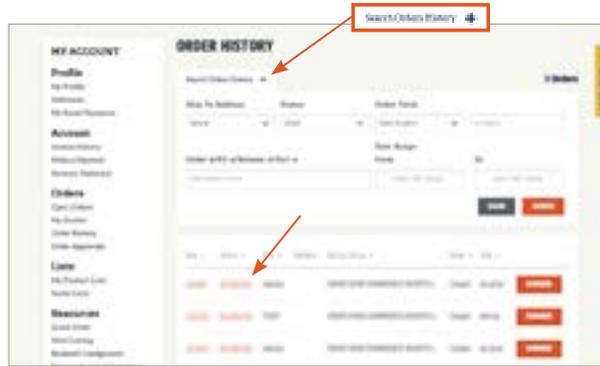
5. With the selected order open, click the *Return Request* button.
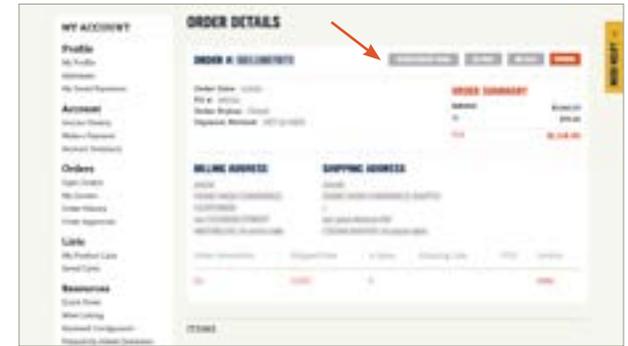
6. Enter *QTY Returning* to return and select *Return Reason* from the dropdown menu. Add additional comments per item or enter comments for the entire return in the *Return Notes* field.
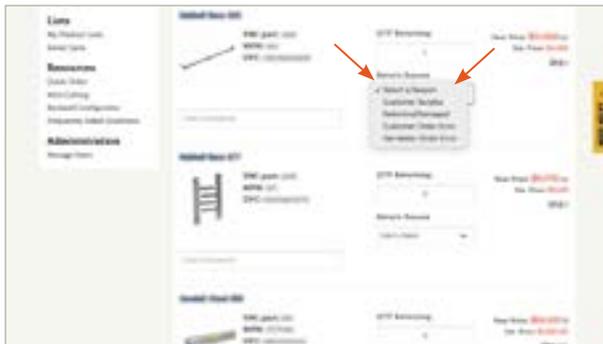
7. Once all returned products are selected, click *Send Return Request*. The request is sent to inside sales and returns teams. The returns team contacts you with questions and directions to finalize the return.
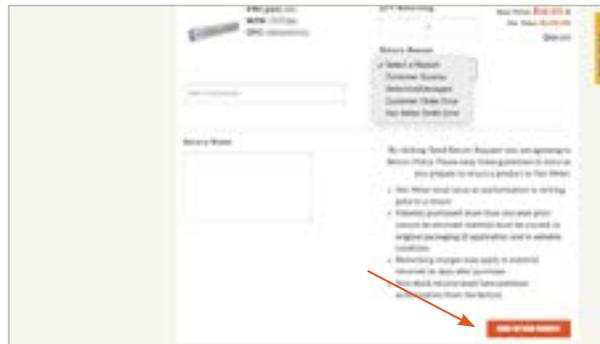
If you have questions or have trouble submitting a return request, please contact the Van Meter ecommerce team at *VM.Ecommerce@vanmeterinc.com*.

Learn more about invoices, other online ordering tips, tricks and how-to videos at *vanmeterinc.com/howto*.