KitchenAid

Return Manual

Return Process

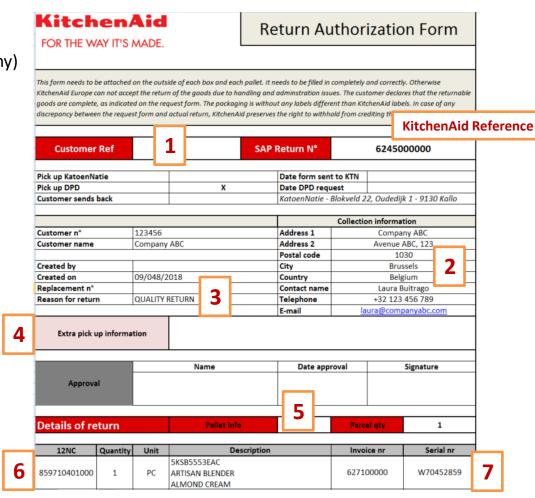|	Return Request	Return Approval	Transport Request	Warehouse Reception	Credit Note
Web Return Tool	Login with your account to https://kitchenaid-web-return-prod.appspot.com/#/login Click on ''Add Return request''	KitchenAid will evaluate the return reason(s) and will approve or reject the request On the Web Return dashboard you can see the status of your return.	If approved, KitchenAid arranges the transport to pick up the return (or it can be directly shipped to the warehouse.) The approved return label has to be downloaded from the Web Return tool	Goods are received and processed at the KitchenAid Warehouse. The Items received must match the return form and the packing list attached to the pallets / parcels	A Credit Note will be issued according to the items approved on the return form and only for the items arrived to the warehouse.
OTD Request	Contact OTD representative and provide the following information: Item, quantity, serial number, invoice number, number of pallets or parcels Complete address and contact person	KitchenAid will evaluate the return reason(s) and will approve or reject the request OTD will communicate the decision and will forward the return form	If approved, KitchenAid arranges the transport to pick up the return The approved return form MUST be printed and pasted to each parcel or Pallet		

Return Form

The Return request form provided by KitchenAid has to be filled out with the following information

1. Customer internal reference number (if any)

2. Complete Pick up Address and contact information

3. Reason for Return

4. Extra information (pick up hours, tail lift)

5. Number of pallets or boxes to be shipped

6. Returned quantity per reference

7. Serial number

8. Requested pick-up date

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FOR THE WAY IT'S MADE.

Return Authorization Form

This form needs to be attached on the outside of each box and each pallet. It needs to be filled in completely and correctly. Otherwise KitchenAid Europe can not accept the return of the goods due to handling and adminstration issues. The customer declares that the returnable goods are complete, as indicated on the request form. The packaging is without any labels different than KitchenAid labels. In case of any discrepancy between the request form and actual return, KitchenAid preserves the right to withhold from crediting th...

KitchenAid Reference

Customer Ref	1		SAP Return N°	6245000000

Pick up KatoenNatie			Date form sent to KTN	
Pick up DPD		X	Date DPD request	
Customer sends back			*KatoenNatie - Blokveld 22, Oudedijk 1 - 9130 Kallo*	

				Collection information	
Customer n°	123456		Address 1	Company ABC	
Customer name	Company ABC		Address 2	Avenue ABC, 123	
			Postal code	1030	2
Created by			City	Brussels	
Created on	09/048/2018		Country	Belgium	
Replacement n°		3	Contact name	Laura Buitrago	
Reason for return	QUALITY RETURN		Telephone	+32 123 456 789	
			E-mail	laura@companyabc.com	

4 Extra pick up information	

Approval	Name	Date approval	Signature

Details of return	Pallet info	5	Parcel qty	1

12NC	Quantity	Unit	Description	Invoice nr	Serial nr
859710401000	1	PC	5KSB5553EAC ARTISAN BLENDER ALMOND CREAM	627100000	W70452859

Did you know that through the Webreturn tool the return form is generated automatically and it becomes available for printing once it is approved by KitchenAid

Return Documents

Mandatory documentation to be added to the returned goods

The goods to be returned need to be accompanied by the following documents:

- The **return document** provided by OTD representative or downloaded from the webreturn tool **attached to the pallet or box**

- A **detailed packing list** with an overview of all products and quantities per product to be returned

- A detailed **CMR** stating the type of product, number of pallets and number of boxes to be returned

The Items received at the warehouse must match the items on the return forms.

The items received that are not on the form wont be credited.

Return Checklist

Before shipping a return make sure to go through the following checklist

✓ The return has been requested and approved by KitchenAid

✓ The approved return form is attached to each pallet and/or Box

✓ The items and quantities to be shipped matches the return form

✓ A detailed packing list with an overview of all products and quantities are attached to the pallet

✓ The pallet is in good condition and it is wrapped correctly

Above checklist will facilitate processing the returns at KITCHENAID warehouse and will accelerate the issuing of the credit notes.

Shipping Guidelines

Don't

Do not ship the return without KitchenAid return form attached to each box/pallet

Do

Do paste the return form to the pallet, the packing list and mention the number of pallets shipped
I.e: 1/3 , 2/3 , 3/3

Shipping Guidelines

Don't

Do Not send the returns in broken Pallets, not wrapped

Do Not stack the items from the sideway

Do

Do ship the returns in a secured way to protect from damage

Shipping Guidelines

Don't

Do

Do Not mix or combine different return requests on the same pallet
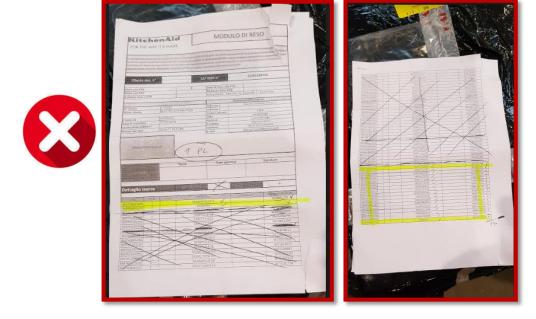Do Not ship extra pallets with the same reference used for another return

Do ship the number of pallets and the items mentioned on the return form.

Always provide KitchenAid reference number

Shipping Guidelines

Don't

Do Not ship a return that doesn't match the return form.

Do

Do Contact OTD representative to inform about the mismatch and get a new return form

Summary

DO's

- Provide clear information regarding the items that are on **each** box or pallet
- Attach the return form on each box or pallet
- Attach the Packing list to the return
- Double check that the return form matches the items that are on the box/pallet
- Provide the serial number and the invoice number of the item to be returned
- Use the Webreturn tool to make your return requests
- Pallets are wrapped in a secure way

DONT's

- Do not send a return without being approved by KitchenAid. The items would not be credited.
- Do not send a return without the return form attached to the box or pallet
- If more than 8 parcels to be returned ship them on a pallet
- Do not mixed up the returns
- Do not ship more items than those that are on the return form
- Do not ship extra pallets with the same reference used on another return request

In case that more than one return is approved by KitchenAid, do not mix up the items from different returns on the same pallet. Sort out the products according to the items mentioned on each return form

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