SUBMITTING A RETURN

STEP ONE

In order to initiate a return for a product, you will start by going into your Order History. Locate the order containing the item you would like to return.

STEP TWO

Once you have found the order containing product(s) you would like to return, click "Return Request (RMA)" in the top right corner.

STEP THREE

You will then need to enter the quantity and reason code for the item you are returning. If you ordered 40 of one item, are you returning all 40? Or just a few? Was your product defective? Or do you just no longer need it? All of this information is essential in order for us to begin processing your return.

Continue >

STEP FOUR

If the item is defective, you will be asked to enter additional information on the issue you experienced.

STEP FIVE

Then you will be asked to fill out pick-up information, should it be required.

STEP SIX

When are you done filling out pick up information, click "Send Return Request." This will trigger an email notification to our Returns department and they will reach out to you with any questions or concerns as they begin to process the request.

NOTE: You can only initiate an online request for an order in your order history that has "Invoiced" as its status. Please contact returnsdept@wernerelectric.com with further questions.