Product Missing/Damaged/Wrong

- If you discover the wrong product in a box or product is missing or damaged you must call the Recovery Team to report (888-501-6000, option 1).
- Determine whether or not the bed is sleepable or not. If the bed is not sleepable & the customer rejects the entire bed, mark the status in Click Mobile as "Incomplete" & select the reason.
  - A Dock Hand Off will be generated. Refer to the [Dock Hand Off process](#)
- If the bed is sleepable & a single component is missing, damaged or wrong, mark the status in Click Mobile as "Completed".
  - There is a Sub-Status option to choose from: No Issues (Default), Damage Product, Defective Product & Wrong Product.
  - When choosing one of these three sub-statuses, Click will require photos to be uploaded & comments entered
  - Take photos of the box, label & product
  - Provide detail in the comments section of the issue
- When taking photos of the damage, use the below guidelines to capture the full issue. You can upload as many pictures as you need.
  - The actual damage (a close up and one further back that helps determine the location of the damage is really helpful)
  - A picture of the entire box including the area of the box where base damage occurred (even if the box doesn't appear to be damaged)
  - Product Label

Dock Hand Off Process

Completing the INVision scans and entering in the PRO#, QR code or scanning the warehouse workers badge indicates the change of possession and puts the responsibility onto the dock.

Expectations

All Returns and Reschedules at a Spoke or Hub are required to be scanned in INVision and submitted within 24 business hours of the attempted delivery.

Return Merchandise Authorization (RMA) (product removed from customers home): Tech packed boxes or Trial returns/exchanges All Home Delivery personnel are required to mark the box with a "X". There are zero exceptions to this.

Return to Stock (RTS): Any product NOT delivered (opened or unopened/damaged), examples include customer not home, reschedule, wrong product

Processing Returns

1. Select the returns tile in INVision

2. For RMA

a. Scan/Enter the order number

b. Apply an RTID label to the product

c. Scan the RTID label

d. Select the product type from the drop down

3. For RTS

a. Apply an RTID label to the product

b. Scan the RTID label

c. Scan the Order number

d. Scan/Enter in the SKU number

4. Confirm the returns

a. All items will be shown (RMA and RTS)

b. Swipe up from the bottom, click "Verify" and review open or damaged status for all scans

c. Click "Continue" to complete the transfer of inventory

5. Transfer ownership of the product(s)

a. Spoke markets you will scan a PRO# from the carrier

b. DDC markets you will have a QR code that the warehouse worker will scan

c. ADC and HUB markets you will need to scan the warehouse workers badge or enter their first and last name

Ensure you always have RTID labels on hand, if you are running low get with your FSS to have more ordered.