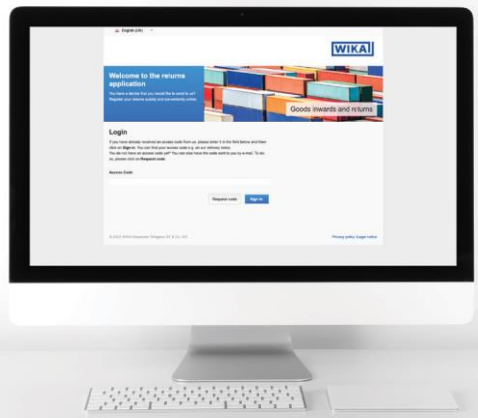


USER GUIDE

WIKAL Returns Wizard Portal



1. Please use the link to the product returns form: <https://productreturn.customers.wika.com/?>

Login

If you have already received an access code from us, please enter it in the field below and then click on **Sign in**. You can find your access code e.g. on our delivery notes. You do not have an access code yet? You can also have the code sent to you by e-mail. To do so, please click on **Request code**.

Access Code

2. You will be asked for an access code, you will need to request this and should receive the code within 24 hours, (please make a note of the code so you do not have to request it again).

Note: You will need a purchase/sales order number to access the returns form so please ensure you have this available.

Activity overview

Here you will find an overview of your previous goods arrivals and returns and their current status.

Registered	Activity no.	Your reference	Status	Activity type
23/11/2021	R07806430361	POR139646	✔ Completed	Complaint
23/08/2021	R07806430264	POR137653	✔ Completed	Complaint

3. Once you have logged in with your access code, you will see your previous return activity and are able to generate a new return request using the button.
4. If you know the serial number please enter this in the box, alternatively you can press serial number unknown.

Create complaint

You do not have a serial number present? No problem - just use the search function to find the affected order. Simply enter the order or order confirmation number, the invoice or delivery note number or your own order reference number.

Search term

5. Please enter your purchase order or sales order number in the search term box

Goods inwards and returns

Create complaint

Please enter the number of devices you wish to return for each line of the order and then click on **Next**.

Order number SO00174307

Line	Item no.	Item	Order quantity	Return quantity
1	86301809	233.36 100.4 bar overpressure safe to 16 bar G1/2B lower	3	0

6. Please pick the item you want to return and the quantity.

Goods inwards and returns

Create complaint

For each line item, please enter one or more return reason(s) and the preferred settlement and then click on **Next**.

Order number SO00174307

Quantity	Item	For what reasons would you like to return these item(s)? (multiple choice possible)	Preferred settlement
1	86301809 233.36 100.4 bar overpressure safe to 16 bar G1/2B lower	<input type="checkbox"/> Incorrect delivery quantity <input type="checkbox"/> Damaged product or packaging <input type="checkbox"/> Function or accuracy issue <input type="checkbox"/> Visual impairment or contamination <input type="checkbox"/> Measuring system leaking <input type="checkbox"/> Wrong or missing part, packaging or document(s)	Please select ▼

7. Please select why you are returning your item (you may select more than one box)
8. All fields are to be completed, if you require a report, please ensure you tick the relevant box at the end of the form as indicated.

If you require assistance, please call our Quality Department: 01737 644008



Part of your business