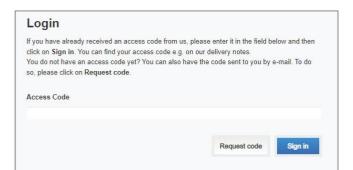## USER GUIDE
WIKA Returns Wizard Portal

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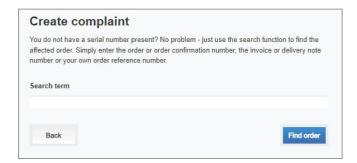

2.   You will be asked for an access code, you will need to request this and should receive the code within 24 hours, (please make a note of the code so you do not have to request it again).
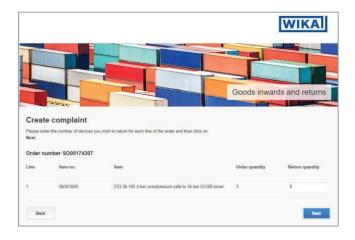
Note: You will need a purchase/sales order number to access the returns form so please ensure you have this available.

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.

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

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

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