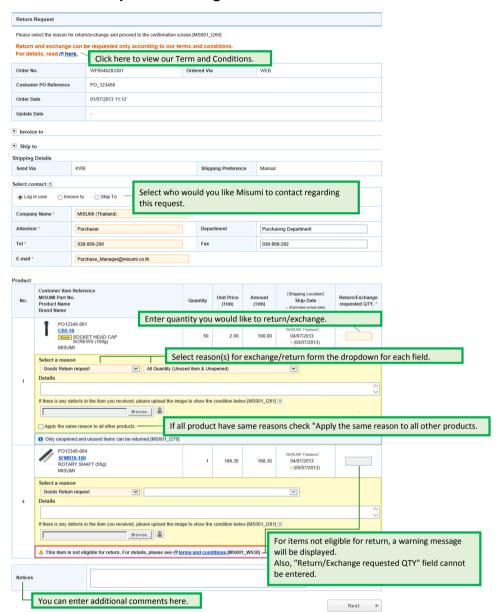
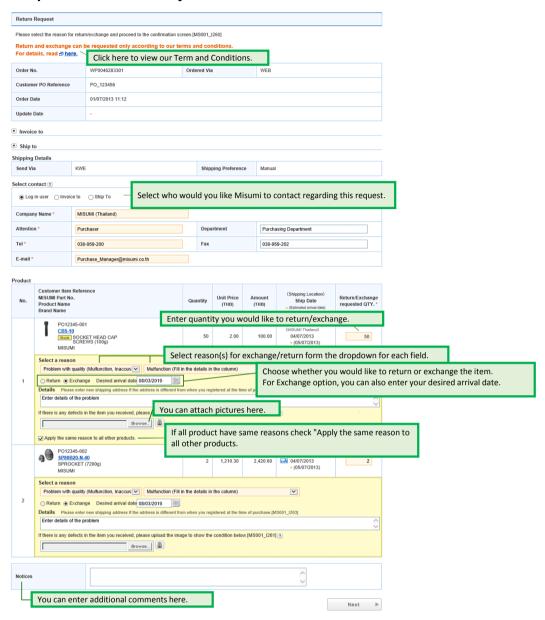
1 Requesting return or replacement

See the information displayed on the screen and click "Next". All of the orange fields must be filled in.

1-1 If a return is requested through no fault of MISUMI

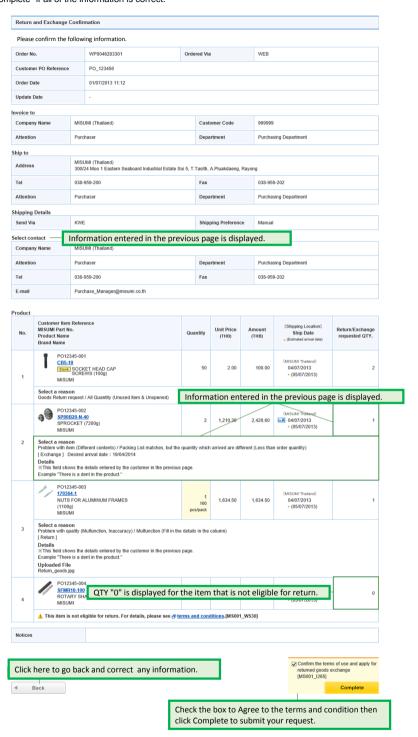


1-2 If a product contains any defects attributable to MISUMI



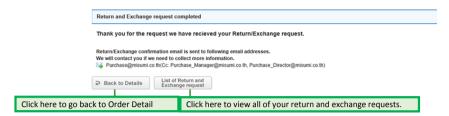
2 Confirming request

See the information displayed on the screen. Click "Back" button if any of the information needs to be corrected. Click "Complete" if all of the information is correct.



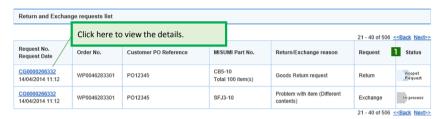
3 Your request has been submitted

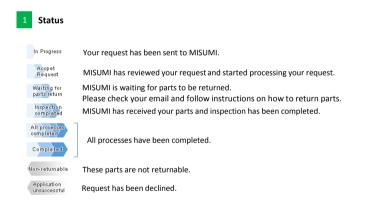
Your request has been submitted and you will be receiving a confirmation email. To view your request, click "List of Return and Exchange request" button.



4 Return and Exchange requests list

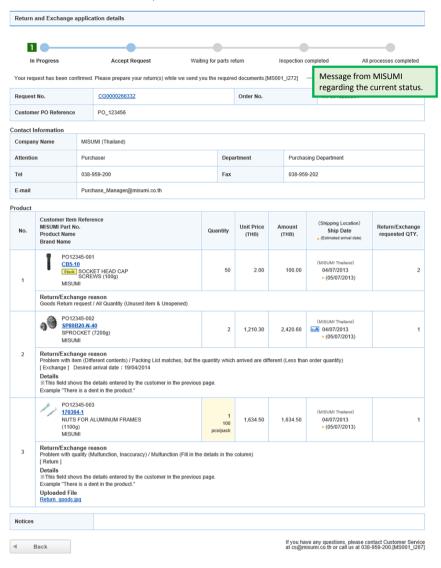
All requests for return and exchange are shown per Request number. There might be a case where multiple Request numbers are given per request sending.





5 Return and Exchange application details

This screen shows the details of request. It also shows its status.



1 Status

In Progress: Your request has been sent to MISUMI.

 $\label{lem:continuous} \textbf{Accept Request: MISUMI has reviewed your request and started processing your request.}$

Waiting for parts return: MISUMI is waiting for parts to be returned. Please check your email and follow instructions on how to Inspection completed: MISUMI has received your parts and inspection has been completed.

All processes completed/Completed: All processes have been completed.