

# 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

Return Request

Please select the reason for return/exchange and proceed to the confirmation screen [MS001\_1260]

Return and exchange can be requested only according to our terms and conditions.  
For details, read [here](#). [Click here to view our Term and Conditions.](#)

Order No.	WP0046283301	Ordered Via	WEB
Customer PO Reference	PO_123456		
Order Date	01/07/2013 11:12		
Update Date	-		

Invoice to

Ship to

Shipping Details

Send Via	KWE	Shipping Preference	Manual
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Select contact <sup>?</sup>

Log in user  Invoice to  Ship To

Select who you would like Misumi to contact regarding this request.

Company Name *	MISUMI (Thailand)		
Attention *	Purchaser	Department	Purchasing Department
Tel *	038-959-200	Fax	038-959-202
E-mail *	Purchase_Manager@misumi.co.th		

Product

No.	Customer Item Reference MISUMI Part No. Product Name Brand Name	Quantity	Unit Price (THB)	Amount (THB)	(Shipping Location) Ship Date <small>• (Estimated arrival date)</small>	Return/Exchange requested QTY. *
1	PO12345-001 CBS-10 SOCKET HEAD CAP SCREWS (100g) MISUMI	50	2.00	100.00	(MISUMI Thailand) 04/07/2013 • (05/07/2013)	<input type="text"/>
Select a reason Goods Return request   All Quantity (Unused item & Unopened)						
Details						
If there is any defects in the item you received, please upload the image to show the condition below [MS001_1261] <sup>?</sup>						
<input type="text"/> Browse...						
<input type="checkbox"/> Apply the same reason to all other products. If all product have same reasons check "Apply the same reason to all other products."						
<input type="checkbox"/> Only unopened and unused items can be returned [MS001_1270]						
4	PO12345-004 SEMRT10-100 ROTARY SHAFT (55g) MISUMI	1	168.35	168.35	(MISUMI Thailand) 04/07/2013 • (05/07/2013)	<input type="text"/>
Select a reason Goods Return request						
Details						
If there is any defects in the item you received, please upload the image to show the condition below [MS001_1261] <sup>?</sup>						
<input type="text"/> Browse...						
<input type="checkbox"/> This item is not eligible for return. For details, please see <a href="#">terms and conditions</a> [MS001_W530]						

Notices

You can enter additional comments here.

Next

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

**Return Request**

Please select the reason for return/exchange and proceed to the confirmation screen [MS001\_1260]

Return and exchange can be requested only according to our terms and conditions.  
For details, read [here](#).

Click here to view our Term and Conditions.

Order No.	WP0046283301	Ordered Via	WEB
Customer PO Reference	PO_123456		
Order Date	01/07/2013 11:12		
Update Date	-		

Invoice to

Ship to

**Shipping Details**

Send Via	KVE	Shipping Preference	Manual
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Select contact ?

Log in user    Invoice to    Ship To

Select who would you like Misumi to contact regarding this request.

Company Name *	MISUMI (Thailand)		
Attention *	Purchaser	Department	Purchasing Department
Tel *	038-959-200	Fax	038-959-202
E-mail *	Purchase_Manager@misumi.co.th		

**Product**






No.	Customer Item Reference MISUMI Part No. Product Name Brand Name	Quantity	Unit Price (THB)	Amount (THB)	(Shipping Location) Ship Date <small>• (Estimated arrival date)</small>	Return/Exchange requested QTY. *
1	PO12345-001 <span style="font-size: x-small; color: #e67e22;">CBS-10</span> <span style="font-size: x-small; color: #e67e22;">SOCKET HEAD CAP SCREWS (100g)</span> MISUMI	50	2.00	100.00	(MISUMI Thailand) 04/07/2013 <small>• (05/07/2013)</small>	50
Select a reason Problem with quality (Multifunction, Inaccurate)   Multifunction (Fill in the details in the column)						
<input type="radio"/> Return <input checked="" type="radio"/> Exchange   Desired arrival date: 08/03/2019						
Details Please enter new shipping address if the address is different from when you registered at the time of purchase.						
Enter details of the problem						
If there is any defects in the item you received, please						
<input type="text"/> Browse...						
<input checked="" type="checkbox"/> Apply the same reason to all other products.						
If all product have same reasons check "Apply the same reason to all other products."						
2	PO12345-002 <span style="font-size: x-small; color: #e67e22;">SPROCKET N.40</span> <span style="font-size: x-small; color: #e67e22;">SPROCKET (7200g)</span> MISUMI	2	1,210.30	2,420.60	(MISUMI Thailand) 04/07/2013 <small>• (05/07/2013)</small>	2
Select a reason Problem with quality (Multifunction, Inaccurate)   Multifunction (Fill in the details in the column)						
<input type="radio"/> Return <input checked="" type="radio"/> Exchange   Desired arrival date: 08/03/2019						
Details Please enter new shipping address if the address is different from when you registered at the time of purchase. [MS001_1263]						
Enter details of the problem						
If there is any defects in the item you received, please upload the image to show the condition below. [MS001_1261]						
<input type="text"/> Browse...						

Notices

You can enter additional comments here.

## 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.

Return and Exchange Confirmation						
Please confirm the following information.						
Order No.	WP0046283301	Ordered Via	WEB			
Customer PO Reference	FO_123456					
Order Date	01/07/2013 11:12					
Update Date	-					
Invoice to						
Company Name	MISUMI (Thailand)	Customer Code	999999			
Attention	Purchaser	Department	Purchasing Department			
Ship to						
Address	MISUMI (Thailand) 300/24 Moo 1 Eastern Seaboard Industrial Estate Soi 5, T.Tasith, A.Pluakdaeng, Rayong					
Tel	038-959-200	Fax	038-959-202			
Attention	Purchaser	Department	Purchasing Department			
Shipping Details						
Send Via	KWE	Shipping Preference	Manual			
Select contact <span style="border: 1px solid green; padding: 2px;">Information entered in the previous page is displayed.</span>						
Company Name	MISUMI (Thailand)					
Attention	Purchaser	Department	Purchasing Department			
Tel	038-959-200	Fax	038-959-202			
E-mail	Purchase_Manager@misumi.co.th					
Product						
No.	Customer Item Reference MISUMI Part No. Product Name Brand Name	Quantity	Unit Price (THB)	Amount (THB)	(Shipping Location) Ship Date • (Estimated arrival date)	Return/Exchange requested QTY.
1	 PO12345-001 <b>CR5-10</b>  SOCKET HEAD CAP SCREWS (100g) MISUMI	50	2.00	100.00	(MISUMI Thailand) 04/07/2013 • (05/07/2013)	2
Select a reason Goods Return request / All Quantity (Unused item & Unopened) <span style="border: 1px solid green; padding: 2px;">Information entered in the previous page is displayed.</span>						
2	 PO12345-002 <b>SP80B20-N-40</b> SPROCKET (7200g) MISUMI	2	1,210.30	2,420.60	(MISUMI Thailand) 04/07/2013 • (05/07/2013)	1
Select a reason Problem with item (Different contents) / Packing List matches, but the quantity which arrived are different (Less than order quantity) [ Exchange ] Desired arrival date : 19/04/2014 <b>Details</b> ※ This field shows the details entered by the customer in the previous page. Example "There is a dent in the product."						
3	 PO12345-003 <b>F70364-1</b> NUTS FOR ALUMINUM FRAMES (1100g) MISUMI	1 100 pcs/box	1,634.50	1,634.50	(MISUMI Thailand) 04/07/2013 • (05/07/2013)	1
Select a reason Problem with quality (Multifunction, Inaccuracy) / Multifunction (Fill in the details in the column) [ Return ] <b>Details</b> ※ This field shows the details entered by the customer in the previous page. Example "There is a dent in the product." Uploaded File Return_goods.jpg						
4	 PO12345-004 <b>SEMR10-100</b> ROTARY SHAFT MISUMI				(MISUMI Thailand) 04/07/2013	0
<span style="border: 1px solid green; padding: 2px;">QTY "0" is displayed for the item that is not eligible for return.</span> ⚠ This item is not eligible for return. For details, please see <a href="#">terms and conditions</a> . [MS001_W530]						
Notices						

Click here to go back and correct any information.

Confirm the terms of use and apply for returned goods exchange [MS001\_265]

Check the box to Agree to the terms and condition then click Complete to submit your request.

### 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.

**Return and Exchange request completed**

Thank you for the request we have received your Return/Exchange request.

Return/Exchange confirmation email is sent to following email addresses.  
We will contact you if we need to collect more information.  
[Purchase@misumi.co.th](mailto:Purchase@misumi.co.th)(Cc: [Purchase\\_Manager@misumi.co.th](mailto:Purchase_Manager@misumi.co.th), [Purchase\\_Director@misumi.co.th](mailto:Purchase_Director@misumi.co.th))

➔ Back to Details
List of Return and Exchange request

Click here to go back to Order Detail

Click here to view all of your return and exchange requests.

### 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.

Return and Exchange requests list							
Request No. Request Date	Order No.	Customer PO Reference	MISUMI Part No.	Return/Exchange reason	Request	Status	
<a href="#">CG0000266332</a> 14/04/2014 11:12	WP0046283301	PO12345	CB5-10 Total 100 Item(s)	Goods Return request	Return	<span style="border: 1px solid #ccc; padding: 2px;">Accept Request</span>	
<a href="#">CG0000266332</a> 14/04/2014 11:12	WP0046283301	PO12345	SFJ3-10	Problem with item (Different contents)	Exchange	<span style="border: 1px solid #ccc; padding: 2px;">In process</span>	

21 - 40 of 506 <<Back Next>>

#### 1 Status

- In Progress
 Your request has been sent to MISUMI.
- 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 return parts.
- Inspection completed
 MISUMI has received your parts and inspection has been completed.
- All processes completed
 All processes have been completed.
- Completed
- Non-returnable
 These parts are not returnable.
- Application unsuccessful
 Request has been declined.

## 5 Return and Exchange application details

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

Return and Exchange application details						
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px; margin-right: 5px;">1</div> </div> <div style="border: 1px solid green; padding: 5px; margin-left: 20px;"> <b>Message from MISUMI regarding the current status.</b> </div> </div>						
Your request has been confirmed. Please prepare your return(s) while we send you the required documents [MS001_1272]						
Request No.	<a href="#">CG0000266332</a>		Order No.			
Customer PO Reference	PO_123456					
<b>Contact Information</b>						
Company Name	MISUMI (Thailand)					
Attention	Purchaser	Department	Purchasing Department			
Tel	038-959-200	Fax	038-959-202			
E-mail	Purchase_Manager@misumi.co.th					
<b>Product</b>						
No.	Customer Item Reference MISUMI Part No. Product Name Brand Name	Quantity	Unit Price (THB)	Amount (THB)	(Shipping Location) Ship Date <small>(Estimated arrival date)</small>	Return/Exchange requested QTY.
1	PO12345-001 <a href="#">CB5-10</a> (5pack) SOCKET HEAD CAP SCREWS (100g) MISUMI	50	2.00	100.00	(MISUMI Thailand) 04/07/2013 (05/07/2013)	2
<b>Return/Exchange reason</b> Goods Return request / All Quantity (Unused item & Unopened)						
2	PO12345-002 <a href="#">SP80E20-N-40</a> SPROCKET (7200g) MISUMI	2	1,210.30	2,420.60	(MISUMI Thailand) 04/07/2013 (05/07/2013)	1
<b>Return/Exchange reason</b> Problem with item (Different contents) / Packing List matches, but the quantity which arrived are different (Less than order quantity) [ Exchange ] Desired arrival date : 19/04/2014 <b>Details</b> ※This field shows the details entered by the customer in the previous page. Example "There is a dent in the product."						
3	PO12345-003 <a href="#">170364-1</a> NUTS FOR ALUMINUM FRAMES (1100g) MISUMI	1 100 pcs/pack	1,634.50	1,634.50	(MISUMI Thailand) 04/07/2013 (05/07/2013)	1
<b>Return/Exchange reason</b> Problem with quality (Mulfuction, Inaccuracy) / Mulfuction (Fill in the details in the column) [ Return ] <b>Details</b> ※This field shows the details entered by the customer in the previous page. Example "There is a dent in the product." Uploaded File <a href="#">Return_goods.jpg</a>						
<b>Notices</b>						

← Back

If you have any questions, please contact Customer Service at [cs@misumi.co.th](mailto:cs@misumi.co.th) or call us at 038-959-200 [MS001\_1297]

### 1 Status

**In Progress:** Your request has been sent to MISUMI.

**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.