

Processing A Return

To process a return online, start by opening your web browser (Internet Explorer, Chrome, Firefox, etc.) and navigating to <http://www.topnotchinc.com>. Once there, click on My Account. Once logged into the website, you will see your account summary. To begin with the return, click the Closed Orders.

You will now be presented with a list of your most recent Closed Orders. You can filter your results by changing the date range or searching based on Order #, Invoice #, Purchase Date, PO #, or Sub-Total. When you find the order you would like to create a return against, click on Request Return.

The screenshot shows the TND website interface. At the top, there is a navigation bar with a home icon, a search bar, and links for 'Questions call: 800.233.4210', 'Live Chat', 'About Us', and 'Contact'. Below this is the TND logo and 'Top Notch Distributors, Inc.' with a search bar for 'Quick search by Item #, Manufacturer or Keyword' and a 'My Account' link with a shopping cart icon (1). A dark blue navigation bar contains links for 'Shop', 'Manufacturers', 'Resources', 'Inventory Search', and 'Request Online Account'. The main content area displays the account number '123456' and a yellow donut chart. To the right of the chart, there is a summary of account information for Joe Locksmith, including address, terms, and purchase statistics. Below this is a tabbed interface with 'CLOSED ORDERS' selected. A search filter section includes 'StartDate' (6/6/2017), 'EndDate' (7/6/2017), and a 'SEARCH' button. A table shows a list of closed orders with columns for Order #, Invoice #, Purchase Date, PO Number, Tracking Number, and Total Price. The first entry is highlighted with a red box around the 'Request Return' link.

Account Number: 123456

Amount Due: \$24,327.50

Joe Locksmith
123456789 Main Street
Honesdale, PA 18431
Terms: 2% 10 Days, Net 30

Month-to-date Purchases: \$1,467.88
Year-to-date Purchases: \$150,913.53
Last Year Purchases: \$650,896.26
Date of Last Sale: 7/5/2017
Date of Last Payment: 6/20/2017

ORDERS **CLOSED ORDERS** WEB QUOTES ESTIMATES SALES QUOTES RETURNS

Future Amount: \$0.00
Current Period: \$10,417.95
Over 30 days: \$13,909.55
Over 45 days: \$0.00
Over 60 days: \$0.00
Over 90 days: \$0.00

Start Date: 6/6/2017 End Date: 7/6/2017 **SEARCH**

Show: 10 entries

Order #	Invoice #	Purchase Date	PO Number	Tracking Number	Total Price	
52507/00	5072609	7/5/2017	S77777	1Z6697140311535005	\$162.75	Request Return

You will now see the detail of the order. **TND/B & C's policy is to only accept returns against orders processed within the past 60 days where the items have not been special ordered.** If your order does not fall within the 60 day criteria, you will not see a Request Return link.

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First, find the item that you wish to return in the Order Detail. Once the item has been found, select the Quantity you wish to return by using the scroll down menu to select the appropriate quantity. Special order items are not eligible to be returned.

Questions call: 800.233.4210 [Live Chat](#) [About Us](#) [Contact](#)

TND THE KNOWLEDGE PEOPLE
Top Notch Distributors, Inc.

Quick search by Item #, Manufacturer or Keyword

[My Account](#)  (1)

[Shop](#) [Manufacturers](#) [Resources](#) [Inventory Search](#) [Request Online Account](#)

Return Order Detail - 52507/0

Please select the items / quantities you would like to return
(Items marked with a * are special ordered and cannot be returned.)

Item	Description	U/M	Ordered	Shipped	Prev Return	Qty to Return	Reason
	5056112 5056 112 SQUARE ROSE 2	PR	7	7	7	0 	Choose Reason 

I require a return service label (NOTE: Additional charges will apply)

Additional Comments

SUBMIT

Processing A Return

Return Order Detail - 52507/0

Please select the items / quantities you would like to return
(Items marked with a * are special ordered and cannot be returned.)

Item	Description	U/M	Ordered	Shipped	Prev Return	Qty to Return	Reason
	5056 112 SQUARE ROSE 2	PR	7	7	7	0	Defective Return

I require a return service label (NOTE: Additional charges will apply)

Additional Comments

SUBMIT

You will now need to provide a return reason for each item you are returning. Use the drop down box provided to select a reason for each returned item. If you would like us to send a return service label, please indicate with the checkbox provided (additional charges will apply). An additional comments field is provided for any special requests/comments. Click the 'Submit' button to continue.

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TND THE KNOWLEDGE SERVICE
Top Notch Distributors, Inc.

Quick search by Item #, Manufacturer or Keyword

My Account (1)

Shop Manufacturers Resources Inventory Search Request Online Account

Return Order Review

Item	Description	Qty to Return	Reason
5056112	5056 112 SQUARE ROSE 2	1	Defective Return

Return Label: No

Comments:

I understand that my returns will be subject to a 20.00% restocking fee if the product is not defective / the reason for the return is not the fault of Top Notch Distributors.

SUBMIT

Next, check the box to acknowledge you understand the terms of the return. Click the 'Submit' button to process the return. You will receive a final message stating that your online return request was received and is being processed. If you have requested a return service label, you will receive information on how you will be receiving the form once reviewed by our staff.