

CUSTOMER RETURN PROCESS

1. Call into Original One Parts at 877-441-0001.
2. Ask for the Customer Resolution Specialist.
3. Inform the Customer Resolution Specialist of the invoice number and the part number that needs to be returned.
4. Inform the Customer Resolution Specialist if you would like to schedule the pickup or have the Customer Resolution Specialist schedule the pickup.
(If you would like to schedule the pickup proceed to 5a. If you would like the Customer Resolution Specialist to schedule the pickup proceed to option 5b)
- 5a. Provide Customer Resolution Specialist with your email address to have a return tag emailed to you.
(Proceed to Step 6a)
- 5b. Schedule a time for pickup with Customer Resolution Specialist.
(Proceed to Step 6b)
- 6a. Print out emailed ground tag and attach to the Original One Box.
(Proceed to Step 7)
- 6b. Have your Original One box packed and ready for pickup.
(Proceed to Step 8)
7. Call carrier to schedule pickup.
8. Receive credit the instant your return is received at Original One's receiving dock.