

Meritor Parts Xpress

HOW TO SUBMIT RETURN REQUEST VIA MY ORDERS - RETURNS

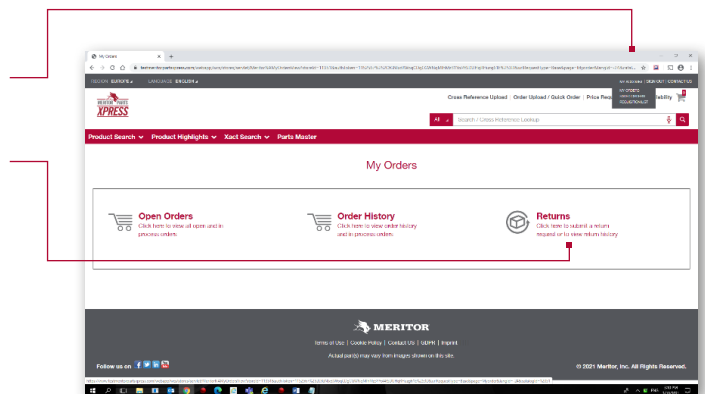
Returns are available in MPX

Commitment to our customers is a top priority. We want to make it easy to do business with Meritor®. If you need an easy way to submit a return request then we can help. Registered users of **MeritorPartsXpress.com/eu** can easily submit a return request online now.

How To:

1. Sign in to **MeritorPartsXpress.com/eu** and choose **My Account**, then **My Orders**.

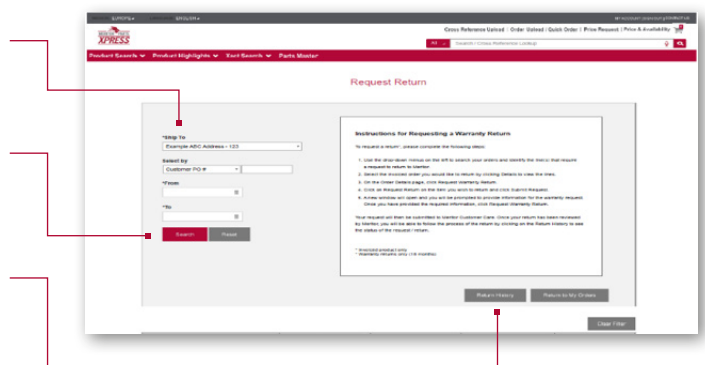
You will see three main My Orders Menu tabs; click on **Returns**.



2. Select the **Ship To** address from the dropdown menu for the item you are looking to return.

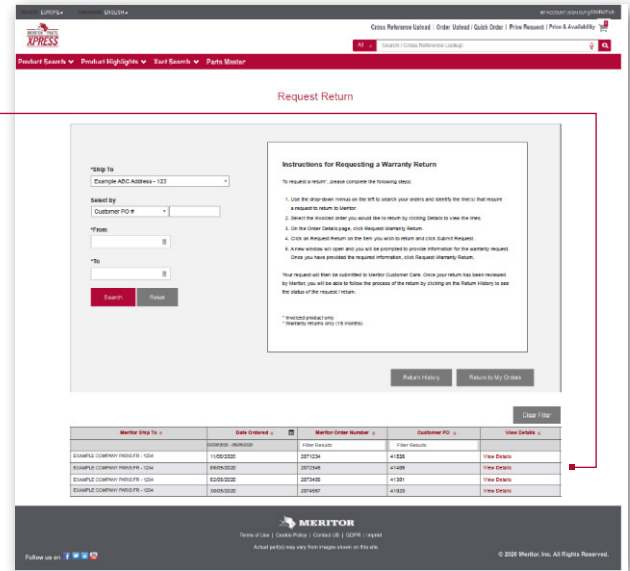
Select by Customer PO#, Customer Part#, Meritor Order# or Meritor Part# and enter the value in box next to it. Select date the date range using the From and To fields, and click **Search**.

From this page you can always return to the main **My Orders** menu or to **Order History** tab.

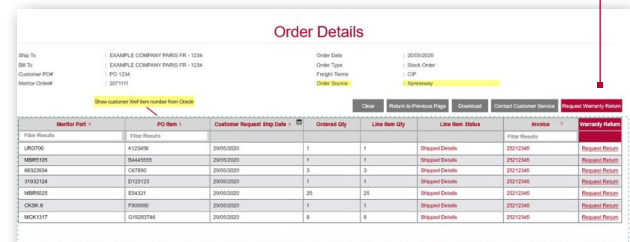


How To:

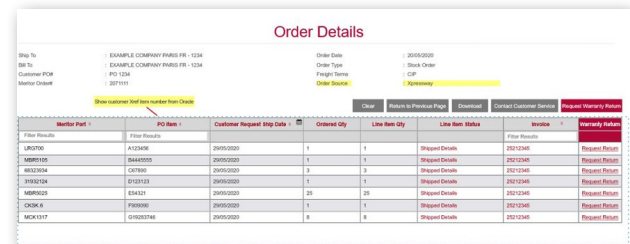
- The search results will appear below. From here you can find the relevant order and by clicking on View Details in corresponding order or PO you will be taken to detailed order breakdown by Item.



- Click **Request Warranty** on the bottom right of the page.



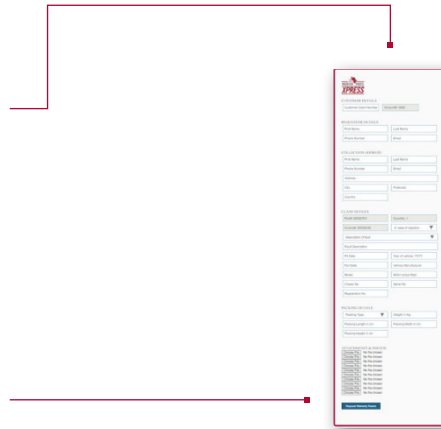
Then click on **Request Warranty** on a specific item you wish to return.



How To:

- You will be transferred to a page with return form. Several fields are pre-filled from your account information and request settings.

Please fill out all relevant missing fields; attach any relevant forms and supportive material such as photos. Always fill out all fields with correct information to eliminate any delays in your request review time.



- Click **Request Warranty Return** Button.
- Our Return team will receive your request via email automatically and will process it accordingly.
- Once the return is accepted/rejected, you will receive a corresponding info Credit note or rejection report via email provided in the form.
- Meritor aims to review Warranty Returns within 30 working days, considering all relevant information is provided in initial claim form.

- To find your old return claim info, return status/progress- please go to Return History.

Order Number	Date Requested	Order Type	Warranty Paid	Invoice	Credit Note	Rejection Report
W0021127	2019-03-05	WARRANTY RETURN	YES			
W0021128	2019-03-05	Quality Partwork, Inspector Required	NO			
W0021129	2019-03-05	Quality Partwork, Inspector Required	NO			
W0021130	2019-03-05	Quality Partwork, Inspector Required	NO			
W0021131	2019-03-05	Collector Request	NO			
W0021132	2019-03-05	Non-Insured	NO			
W0021133	2019-03-05	Non-Insured	NO			
W0021134	2019-03-05	Repairer	NO			Rejection Report
W0021135	2019-03-05	Assemble	NO			



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