

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.



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

		Ord	er Detai	s			
Inip To	: EXAMPLE COMPANY PARIS FR - 1234		Order Date	: 20	05/2020		
HI To	: EXAMPLE COMPANY PARIS FR - 1234		Order Type	: Block Order			
Oustomer PO#	: PO 1234		Freight Terms	: 0	P		
feritor Order#	: 2071111		Order Source	: 30	овземау		
	Show customer Xief item number from Oracle		1	Clear Return to I	Provisus Plage Download Co	ortact Customer Service Requ	est Warranty Flat
Mentior Part	PO Itam +	Customer Request Ship Date =	Ordered Oty	Line item Qty	Line Item Status	invoice *	Warrandy Rub
Filter Results	Filter Results					Fitter Results	
LRG700	A123456	29/05/2020	1	1	Shipped Details	25212345	Request Reta
MDRS105	D4443555	29/05/2020			Shipped Details	25212345	Request Reb
68323934	O67890	29/05/2020	3	3	Shipped Details	25212345	Request Ret
31932124	D123123	29/05/2020	1	1	Shipped Details	25212345	Request Reta
MDR5025	E54321	29/05/2020	25	25	Shipped Details	25212346	Request Rets
CKSK.6	F909090	29/05/2020		1	Shipped Details	25212345	Request Reta
					Ebboard Databa	20122240	England Rate

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

Ship To	To EXAMPLE COMPANY PARIS FR - 1234		Order Date	: 20/05/2020 : Diock Order			
Bill To : EXAMPLE COMPANY PARIS FR - 1224 Customer POM : PO 1234		FR - 1234	Order Type				
			Freight Terms		: OP		
Meritor Order#	: 2071111		Order Source	: Xpreseway Clear Return to Previous Plage Download			
	Show customer Xief item number from	Oracle	1			Contact Customer Service	equest Warranty Return
Meritor F	art + PO Itam	Customer Request Ship Dat	te : Cordered Oby	Line item Qty	Line tiem Status	invoice *	Warranty Roban
Filter Results	Filter Results					Filter Results	
LRG700	A323456	29/05/2020	1	1	Shipped Details	25212345	Request Return
MDRS105	B4443555	29/05/2020			Shipped Details	25212345	Request Return
68323934	C67890	29/05/2020	3	3	Shipped Details	25212345	Request Return
31932124	D123123	29/05/2020	1	1	Shipped Details	25212345	Request Return
MDR5025	E54321	29/05/2020	25	25	Shipped Details	25212345	Request Return
CKSK.6	F909090	29/05/2020	1		Shipped Details	25212345	Request Return
MOVING	G19283746	29/05/2020	8	8	Shipped Details	25212345	Request Return

How To:

5. 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.

- 6. Click Request Warranty Return Button.
- 7. 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.
- 9. 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/progressplease go to Return History.





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