

# Return Policy Compliance

December 2023

# RETURNS PACKAGING REQUIREMENTS

## IMPORTANT NOTICE:

Beginning November 1, 2017, **ALL** Whirlpool Corporation product returns **MUST be returned with protective packaging.** At a **MINIMUM** all units must be returned with corner posts secured with stretch wrap and follow load requirements. It is recommended that when possible, units are returned in their original packaging.

To be eligible for return, products must have all of the following criteria or they will NOT be picked up:

- Visible RA paperwork attached to the unit containing
  - RA number
  - Model number
  - Serial number
- Meet the protective packaging requirements

Retail and Indirect Contract customers must provide their own packaging materials and wrap returned products prior to carrier pick-up. For each returned unit, please attach the RA paperwork containing RA number, model number, and serial number to the **OUTSIDE** of the protective packaging. For returns with one RA for multiple units, highlight the model and serial number belonging to the unit the paperwork is attached to. Carrier will check the RA paperwork and confirm protective packaging requirements are met at pick-up.

For Home Delivery and Direct Contract channel returns, carrier will provide the RA paperwork, provide packaging materials, and wrap the product per the requirements at pick-up.

Example of acceptable protective packaging is shown to the right.

If you have any questions, please first refer to the attached FAQ page. If your question is not answered, please contact your Whirlpool Corporation Sales or Trade Customer Support Representatives, as specified in the attached contact list.



# RETURNS PACKAGING REQUIREMENTS - Cont'd

- Tightness: Is the shipment loaded as to prevent excessive movement during transit?
- Dunnage: Has dunnage been used and used properly?
- Proper Stacking: Has the loader followed the returns-load requirements for stacking and loading product.
- General Appearance: Does the load look good and ready for transit?
- Apply a Seal to the load and noted on the bill of lading.



- If the trailer does not have the proper seal affixed, then the carrier should contact the supplier or shipping warehouse. If a seal must be broken for any reason (weigh station, equipment problem, etc.) the carrier must note the time, date, location, seal number and reason for removal on the paper BOL.

# RETURNS LOAD REQUIREMENTS



Do NOT load refrigerators 3 wide. That loading creates more damages on the appliances because of how tight that is.



Do NOT double stack if both units (top and bottom) don't have the original packaging.



Do NOT load units with the doors facing out or to the side walls of trailer. Units must have the back panel facing the tail of the trailer to avoid extra-handling that can cause more damages.

**Following these 3 rules will reduce the amount of scrap on each load.**



Refrigerators loaded 2 wide with back panel facing the doors of the trailer.

Always try to end the load with refrigerators instead of small appliances.



Floor loading for units that do not have the original packaging.  
No up-stacking units that lack original packaging.



Units always with back side facing the tail of the trailer.

**Acceptable load standards examples.**

# FREQUENTLY ASKED QUESTIONS



## **Why must my return have protective packaging?**

- Whirlpool Policy states that returned product(s) must be packaged.
- Packaging prevents further damage on the return.

## **What do I do if my unit(s) were refused for pick up?**

- Protect your unit per the proper protection requirements.
- Make sure RA paperwork is attached to the outside of each unit so we can verify the RA number, model and serial number.

## **When will my refused unit(s) be picked up?**

- Your unit(s) will be picked on the next scheduled pickup day if they are properly protected with the RA paperwork attached to the outside of the unit.

## **Where do I get the protective packaging?**

- Retail must provide their own materials.
- For Home Delivery and Direct Contract channel returns, carrier will provide packaging materials and wrap the product at pick-up.

## **Where do I get RA paperwork to attach to the unit?**

- For WebWorld users, print it from Webworld.
- For non-WebWorld users, your RA paperwork will be emailed from your TCS Representative.
- For Home Delivery and Direct Contract, RA paperwork will be provided by the carrier.

## **What do I do if I only have 1 RA for multiple returned units?**

- Please print multiple copies of the RA paperwork, one for each unit. Attach the RA paperwork to outside of the packaging and highlight the model and serial numbers belonging to the unit the paperwork is attached to. Each unit must have its model and serial information clearly identified and visible.

## **Does the model/serial tag for my returned units need to be visible?**

- No. When you package your unit, the model/serial tag does not need to be visible. However, the RA paperwork containing the RA number, model and serial information must be visible and attached or the return will be refused.

## **Will the carrier picking up the return, unpackage the units to check the RA, model and serial number?**

- For Retail & Indirect Contact: No, the carrier will not unpackage units. However, the RA paperwork must be attached to the unit. If the RA paperwork containing the RA number, model and serial information is not visible, the return will be refused.
- For Home Delivery and Direct Contract, carrier will protect the units prior to attaching RA paperwork. Both packaging materials and RA paperwork will be provided by the carrier.

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## CONTACT INFORMATION

Please contact your Whirlpool Corporation Sales or Trade Customer Support Representatives if you have further questions, concerns, or comments.

[Trade Experience Order Management and Returns Contact Information](#)