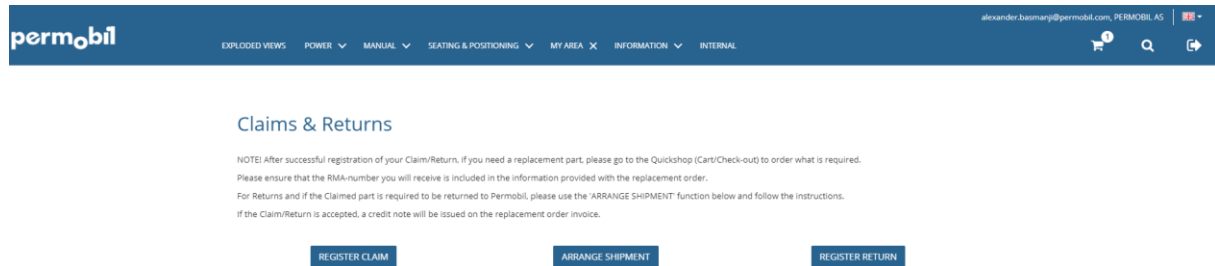


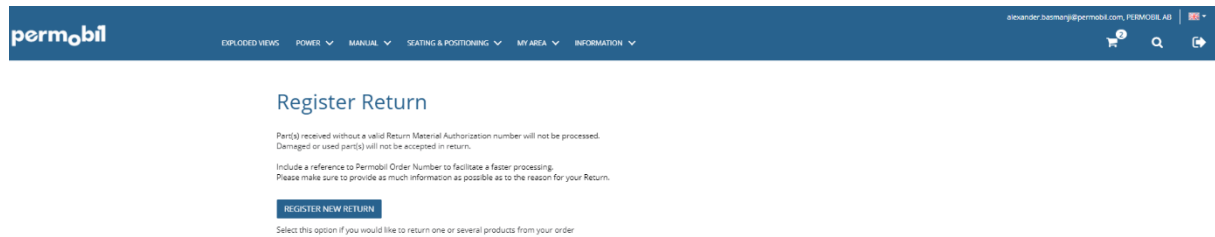
## Quick Guide – Register Return

To register a return, you must have a customer account with Permobil and log in to the Online Store. Please ensure that the return complies with the Permobil Return Policy if no other agreement is in place.

After successful log in go to 'MY AREA' and 'CLAIMS AND RETURNS'. To registering your claim please select 'REGISTER RETURN'



If you want to return one or several products from your order, please select 'REGISTER NEW RETURN'.



Start by selecting the order by either typing in the order number or clicking on the search icon to display all your orders placed. Click 'SELECT' on the relevant order number. If needed you can always expand the order by clicking on the drop-down symbol to the left.

Identify the product line and enter the quantity you wish to return and select a reason for returning the product. Then proceed by selecting 'NEXT'.

Review the return summary and if information is correct select 'REGISTER RETURN'.

After return registration an RMA number and a return label are created. The return label must be included in the return package. You can follow the return progress in Claims and Returns under ongoing errands.

To arrange return shipment please select 'ARRANGE SHIPMENT' and follow the instructions.

