

Product Replacement

Ordering > Product Replacement

Enter customer information (you can find phone and email under my customer)

Enter part # - you can find on an online ordering form or paper order form or the search below

Enter day code- found on the product, if it is a set enter only 1 day code

Enter items to be replaced with party # and day code, must be within \$2 of retail amount. If you need to add \$2 pick the eye shadow brush for the compacts.

If the order goes on hold (usually does if it's over \$200, you will have to call corporate to explain why it was returned and that you are my office assistant. Corporate is open Monday-Friday 8am-3pm 1800-545-4347)

Write a sales slip for returned product - put in envelope for current month returned product for Fallon to review and file