

APPLE RETURN PROCESS

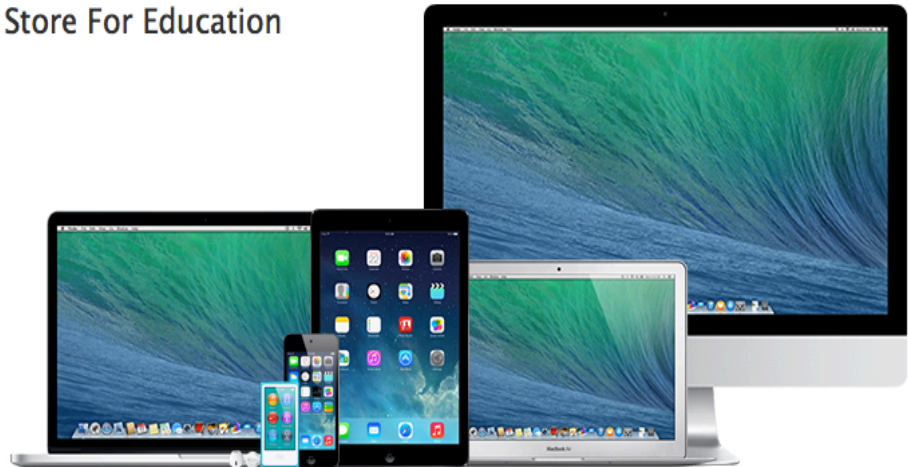
***NOTE:** Customer must register to use the Apple Online Store for Education in order to process returns. Please refer to the Apple Returns Registration Job Aid.

Step-by-Step Return Process:

1. Customer logs into Apple Store (Ecommerce.apple.com) with UMass email Apple ID and password.
2. Click Return Request on main page:

Welcome To The Apple Store For Education Institution

- ▶ Saved Cart
- ▶ Order by Part Number
- ▶ Templates
- ▶ Proposals
- ▶ Order Status
- ▶ **Return Requests**



3. On the Return Requests page, click green button "Create return request":

Return Requests

Create Return Request

Return Request Number
RMA Number
Creation Date
Status

Search

i No Documents Found

4. Complete requested information. Note: only 2 boxes can be filled out at a time. Click ADD (or you can use "Add 5 more rows" to add multiple lines at one time).

Create Return Request

Upload spreadsheet of items to be returned ([Download template here](#))

Upload Template: no file selected

OR

Add individual return items by part number

Part Number*

*Enter Part #

Serial Number

*For products with serial numbers (iPads, Macs, iPods, Displays) enter the units serial number information, do not enter the invoice number.

Invoice Number

*For products without serial numbers

[Add 5 more rows](#)
(cases, batteries, cables, adapters, box software), use the invoice with no serial number.

5. You will be taken to the summary page, where you should make sure the quantity is correct, enter a Return Reason comment, an AppleCare Case ID (**only if you have a malfunctioning unit and have called AppleCare to troubleshoot), pick a reason for the return, and select if the return is from an Open/Closed box. **Do not click replacement; a new order will need to be placed if the item needs to be replaced.

Pre-populated	Quantity	Return Reason*	AppleCare Case ID	Customer Reference	Replacement	Open/ Closed Box *	
information: Part Number <input type="text"/> Part # Serial Number <input type="text"/> Serial # Invoice Number <input type="text"/> Invoice #	1	Select from drop down Return Reason Comments ▼ <input type="text" value="Reason for return"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="X"/>	Select ▼	<input type="button" value=""/>

6. Below the product information, you will be asked to enter your contact information, should Apple need to reach out for any questions or clarification, along with where your product will be picked up (if Apple or Carrier error is involved the return labels we provide must be addressed correctly for the carrier to complete pickup):

Requestor Info

Contact Name *

Phone Number * 1

Email Address *

CC Email Address

Select Product Location 2

Location Address will appear here, check for correctness and use "Alternate Location" option from "Product Location" dropdown above.

Attach Supporting Document(s):

no file selected

3 4

Click the blue button UPDATE once all information is correct then NEXT.

6. Customer will be taken to the review page and then Click SUBMIT.

7. Customer will receive a ticket #.

Once your request has been reviewed by the Apple return team (should be within 24 hours) you will receive an RMA report, that either will have an RMA number and instructions for the return, or it will say your request was rejected per Apple policy reason.

If the return request is for a product that shipped beyond 30 days prior, the Return Requests function on the store will fail and tell you cannot proceed as the date is beyond the scope of support period.