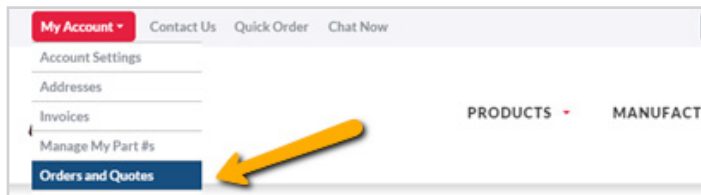


If you need to return a product, log in to your Hisco.com account. This is a great time-saving feature that saves you a call to your Hisco customer service rep.

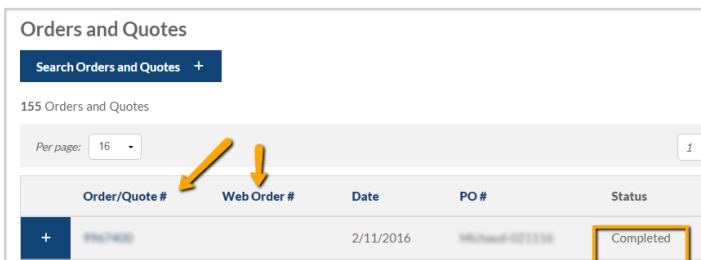
Step 1:

Sign in to your Hisco.com account, and select “Orders and Quotes” from the My Account drop-down menu.



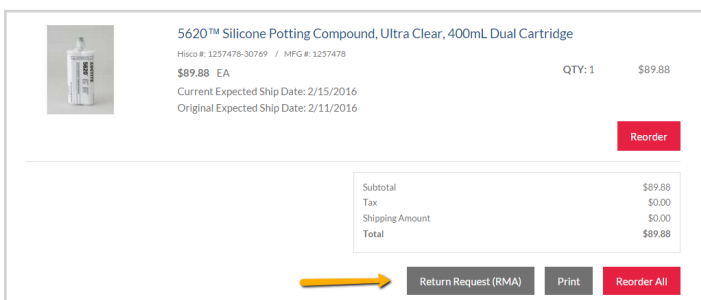
Step 2:

Locate your desired order, or click the “Search Orders and Quotes” button to search by number or completed status. The order must indicate “Completed” in order to request a return.



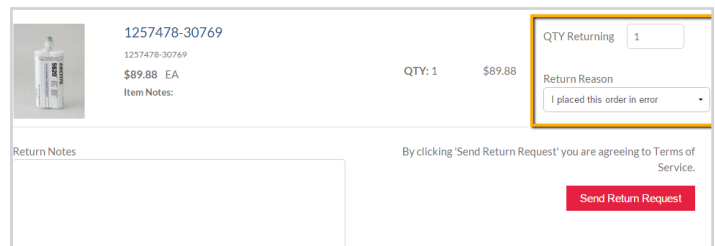
Step 3:

Click the order number in the first column to go to the Order Details page. Scroll down to the bottom, and click the gray “Return Request (RMA)” button.



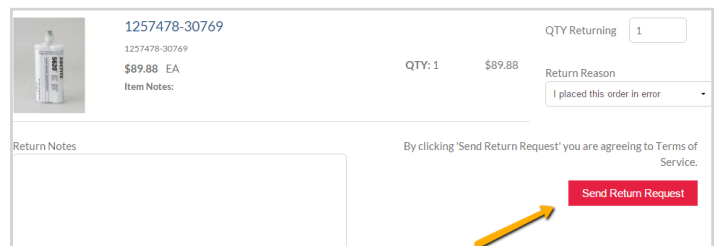
Step 4:

For each item you’d like to return, add the quantity, and choose a reason for the return from the drop-down menu. Optional: Add return notes.



Step 5:

Click the red “Send Return Request” button.



Your request will be sent to a web support team member who will contact you upon review. We aim to respond within one business day. Please do not return your item(s) to Hisco without approval from web support.