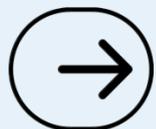




Request a Return

 [Let's get started](#)



Are your items eligible for return?



Some items are unable to be returned for the following reasons:

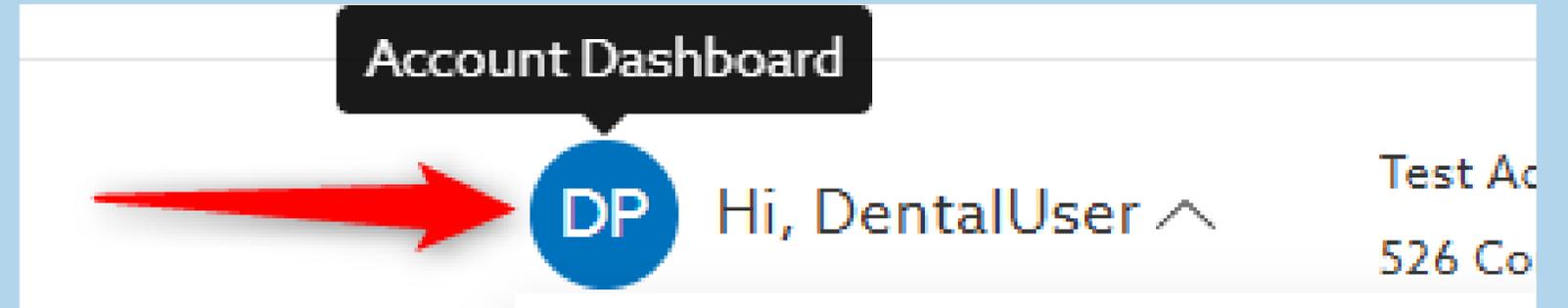
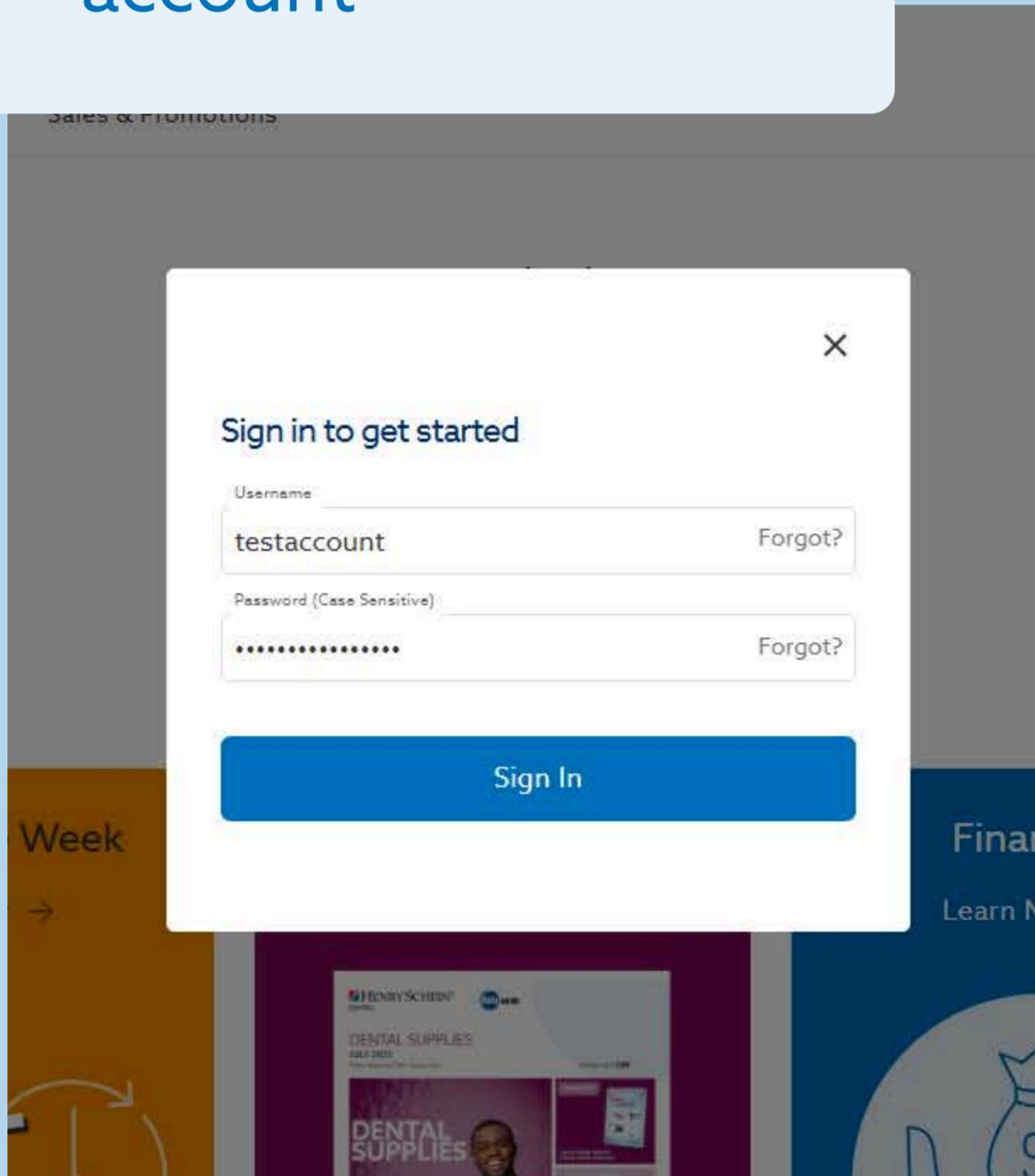
- **Past 30 days**
- **Restricted substances**
- **Hazardous item**

For more information, please refer to our [Terms & Conditions](#).



1. Sign in to your account

2. Navigate to your Account Dashboard



My Returns

Below are the list of items which are shipped or partially shipped you can initiate the return process from this page.

Account Dashboard >

 Orders Statements & Payments Messaging Center My Catalogs My Redemption Reminders My Lists & Favourites My Organization Rewards Verifications Hub Budget Management My Reports Advanced Account Management

Submitted Orders

Unplaced Orders

Approvals

Future & Recurring

Returns

Item History

Controlled Substances

All drafts will be deleted 90 days after the invoice date.

[Request Return](#)**Filter**

Search



25 per page ▾

Total Results: 0 Items #



It seems like we don't have what you're looking for.

3. Navigate to **Orders**

4. Select the **Returns** tab

- Account Dashboard >
- Orders
- Statements & Payments
- Messaging Center
- My Catalogs
- My Redemption Reminders
- My Lists & Favorites
- Rewards
- My Organization
- Verifications Hub
- Budget Management
- My Reports
- Advanced Account Management

Account > Orders

My Returns

Below are the list of items which are shipped or partially shipped you can initiate the return process from this page.

Submitted Orders Unplaced Orders Approvals Future & Recurring **Returns** Item History Controlled Substances

All drafts will be deleted 90 days after the invoice date.

Filter Search  Show 25 per page 

Total Results: 0 Items #



It seems like we don't have what you're looking for.

Feedback

5. Create a new return request by selecting **Request Return**

- My Catalogs
- My Redemption Reminders
- My Lists & Favorites
- Rewards
- My Organization
- Verifications Hub
- Budget Management
- My Reports
- Advanced Account Management
- Settings & Preferences
- Log Out

All drafts will be deleted 90 days after the invoice date.

Filter

Total Results: 0 Items #

Search  Show 25 per page 

Request Return

Find items to return by

You may use the Keyword search to enter the product description, manufacturer name or item code.

- Keyword
- PO #
- Item Code
- Date Range
- Order #
- All Eligible Items
- Manufacturer #
- Invoice #
- GTIN
- Reference #
- Serial #

Find

Cancel

6. Select the attribute by which you'd like to search for items to include in your return request

Add Items to Request Return

Any returns past thirty days are subject to a 15% product price restocking fee. Some items are unable to be returned for the following reasons:
For more information, please refer to our [Return policy](#).

Filter View Non-Returnable Items  Search  Show 10 per page 

Total Results: 7 items

Product	Purchased Date ▲	Invoice ▲	Item #	Order #	Return Qty	Reason for Ret
 BioNitrile Exam Gloves X-Small Blue Non-Sterile Qty:1	07/28/2025	#30716823	1438648	#WEB00594032	<input type="text" value="1"/> 2 available for return	Reason for ...
 Luxe Nitrile Exam Gloves Medium Azure Blue Non-Sterile Qty:1	07/28/2025	#30716823	1339223	#WEB00594032	<input type="text" value="1"/> 2 available for return	Reason for ...
 GEN-X Nitrile Exam Gloves Large Ice Blue Non-Sterile Qty:1	07/28/2025	#30716823	1395788	#WEB00594032	<input type="text" value="1"/> 2 available for return	Reason for ...
 Maxima Hand Rolled Gutta Percha Points Size 15 White 100/Bx Qty:1	07/28/2025	#30716823	1045701	#WEB00594032	<input type="text" value="1"/> 2 available for return	Reason for ... 

By default, you are only able to see items **eligible** for return

There is a toggle switch to show **Non-Returnable** items

Any returns past thirty days are subject to a 15% product price restocking fee. Some items are unable to be returned for the following reasons: For more information, please refer to our [Return policy](#).

Filter View Non-Returnable Items → Show 10 per page

Total Results: 1 items

Product	Purchased Date ▲	Invoice ▲	Item #	Order #	Return Qty	Reason for Return
 Maxima Hand Rolled Gutta Percha Points Size 15 White 100/Bx Qty:1	07/28/2025	#30716823	1045701	#WEB00594032	<input type="button" value="-"/> <input type="text" value="1"/> <input type="button" value="+"/> 2 available for return	<input type="button" value="Reason for ..."/> ▼

Easily locate items for your return request by utilizing the **search bar**

Product	Purchased Date ▲	Invoice ▲	Item #	Order #	Return Qty	Reason for Return
 BioNitrile Exam Gloves X-Small Blue Non-Sterile Qty:1	07/28/2025	#30716823	1438648	#WEB00594032	- 1 + 2 available for return	<div style="border: 1px solid red; padding: 5px;"> Reason for Return Product Quality/Product Performa... Damaged Upon Receipt Wrong Quantity Did Not Order Wrong Item Ordered Wrong Item Received </div>
 Luxe Nitrile Exam Gloves Medium Azure Blue Non-Sterile Qty:1	07/28/2025	#30716823	1339223	#WEB00594032	- 1 + 2 available for return	
 GEN-X Nitrile Exam Gloves Large Ice Blue Non-Sterile Qty:1	07/28/2025	#30716823	1395788	#WEB00594032	- 1 + 2 available for return	Reason for ... ▼
 Maxima Hand						



7. Add items to your return request by selecting a Reason for Return in the product's corresponding dropdown

Feedback

Close (X)

 BioNitrile Exam
Gloves X-Small Blue
Non-Sterile 1438648
QTY: 1

More details about your problem

Save

Cancel

8. Add **details** regarding your selection and select **Save**

Returns Cart



[Remove All](#)

[Edit](#)

[Remove](#)

[Edit](#)

[Remove](#)

[Edit](#)

[Remove](#)

Product

Purchased Date

Invoice

Item #

Order #

Return Qty

Reason for Return



BioNitrile Exam
Gloves X-Small
Blue Non-Sterile
Qty:1

07/28/2025

#30716823

1438648

#WEB00594032

1

No Longer Needed

[Edit](#)

[Remove](#)



Maxima Hand
Rolled Gutta
Percha Points Size
15 White 100/Bx
Qty:1

07/28/2025

#30716823

1045701

#WEB00594032

1

No Longer Needed

[Edit](#)

[Remove](#)



Dr Fresh
Toothbrush
Disposable
Toothbrush
720/Ca
Qty:1

07/28/2025

#30716823

8890254

#WEB00594032

1

No Longer Needed

[Edit](#)

[Remove](#)

9. View items added and manage your return request by scrolling down to the **Returns Cart**

Finalize Return



Return Details

Account # 4414570
Location 1

Return PickUp Location:

Special Instruction
Closed for lunch 1-2pm daily or closed from 2pm on Fridays

Requested By: Dental Account

Email Address:

Return Labels
01

There is one label per shipping box (9 max). Need more? Contact Customer service

Feedback

Items Included

Verify the products selected for return, Enter the required information, then click the submit button to see your return confirmation and shipping instructions. For more information, Please refer to our returns policy.



Back To Request Return	Items 3	Order Total \$228.38	Restocking Fees \$0.00	Tax \$20.47	Estimated Amount Credited \$248.85	Cancel	Confirm Your Return
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10. On the Finalize Return page:
Review your return details, add instructions, view your estimated credit, and **confirm** your return

My Returns

Below are the list of items which are shipped or partially shipped you can initiate the return process from this page.

Submitted Orders Unplaced Orders Approvals Future & Recurring **Returns** Item History Controlled Substances

All drafts will be deleted 90 days after the invoice date. [Request Return](#)

[Filter](#) Search 25 per page

Total Results: 1 Items #

Return Request # ▲	Request Date ▲	Returned Items ▲	Return Reference # ▲	Status ▲	Amount Applied ▲	View Details
RTN_00142003	07/29/2025	3	8136602	Rma Sent	Estimated \$198.59 CR	

11. Go back to the Returns tab to view return item details and return status

Need Help?



- **Contact the Customer Support Team**
- **Chat with us online**

