CREATE A DEFECTIVE FAUCET RETURN

1. Log onto the Business Portal
2. On the main menu, under ORDERS, select RETURNS & CANCELLATIONS
3. On the left side, under DEFECTIVE FAUCETS, select CREATE NEW REQUEST

1. Select the Distributor Information
2. Enter the contact information for the individual requesting the return
3. Enter notes if needed
4. Enter the Product/Material Number, only faucets are allowed
5. Enter the Quantity
6. Select the Defect Code from the drop down list
7. Enter reason for why this request is required (Defect Code is Other)
8. Click the magnifying glass icon to search relative invoices
9. Click the ADD button to include additional items/rows
10. Click the SAVE button to submit your request

You will receive the following confirmation that your request has been submitted:

Click the reference number link to print your request

IMPORTANT, use this reference number to take a debit on your next remittance for the return of this defective faucet

PRINT your request, Use the first page as your PACKING LIST and the second copy as your SHIPPING LABEL

VIEW SUBMITTED REQUESTS

1. On the main menu, under ORDERS, select RETURNS & CANCELLATIONS
2. On the left side, under DEFECTIVE FAUCETS, select REQUEST LIST
3. Enter Date Range and Sold-To information and then hit the Search button for a list of return requests

If you have a question about American Standard Business Portal, don't want to call?

Contact us by email: BP_Support@AmericanStandard.com

Or Call Customer Care at 1-800-442-1902

RAISING THE STANDARD WITH A NEW ONLINE BUSINESS TOOL