



Managed Footwear Program Customer Return Process

1. Before you start the return/exchange process you must know or have the following information:
 - a. A valid email address (to send return shipping information)
 - b. Original receipt from transaction, OR
 - c. Your footwear account number, OR
 - d. Account name and your employee ID # (or identifier)
2. Call Footwear customer service at [844-820-6290](tel:844-820-6290) (available 8am to 6:30pm EST)
 - a. You can also email our team at BMSgrainger@grainger.com with all the details you can provide regarding your request.
 - i. Minimum requirement – Account name, employee name and ID#
3. Provide as much detail as possible as to the return or exchange reason to the CS agent on the phone.
4. The footwear CS agent will begin the process and complete the following steps:
 - a. Reset the employee's subsidy dollar amount (reset your eligibility).
 - b. Email a link to generate a UPS pre-paid return shipping label.
 - c. Either help with the purchase of a new pair of shoes or direct you back to the online (web) site to make the purchase on your own time.
5. **IMPORTANT** – the original purchase WILL NOT get credited back to you or the company until the pair of shoes are RETURNED and received at our Warehouse in Ohio.
6. **If only returning** – please generate the USP return label, place your shoes (with shoebox) in a shipping box and ship them back to Grainger.
 - a. Your credit will be applied upon receipt of the shoes at our Warehouse.
7. **If returning and purchasing another pair** – Follow return process, but DO NOT return your original pair until you purchase (and receive) the replacement pair. You can use the shipping box to return your original pair.
 - a. Please note – there will be 2 transactions on the account during this process until the original pair is received back at our Warehouse.
8. If you have any questions, concerns or require an update on the process, you can always call 844-820-6290 or email the footwear CS team at BMSgrainger@grainger.com.

THANK YOU FOR BEING A VALUED GRAINGER FOOTWEAR PROGRAM CUSTOMER