



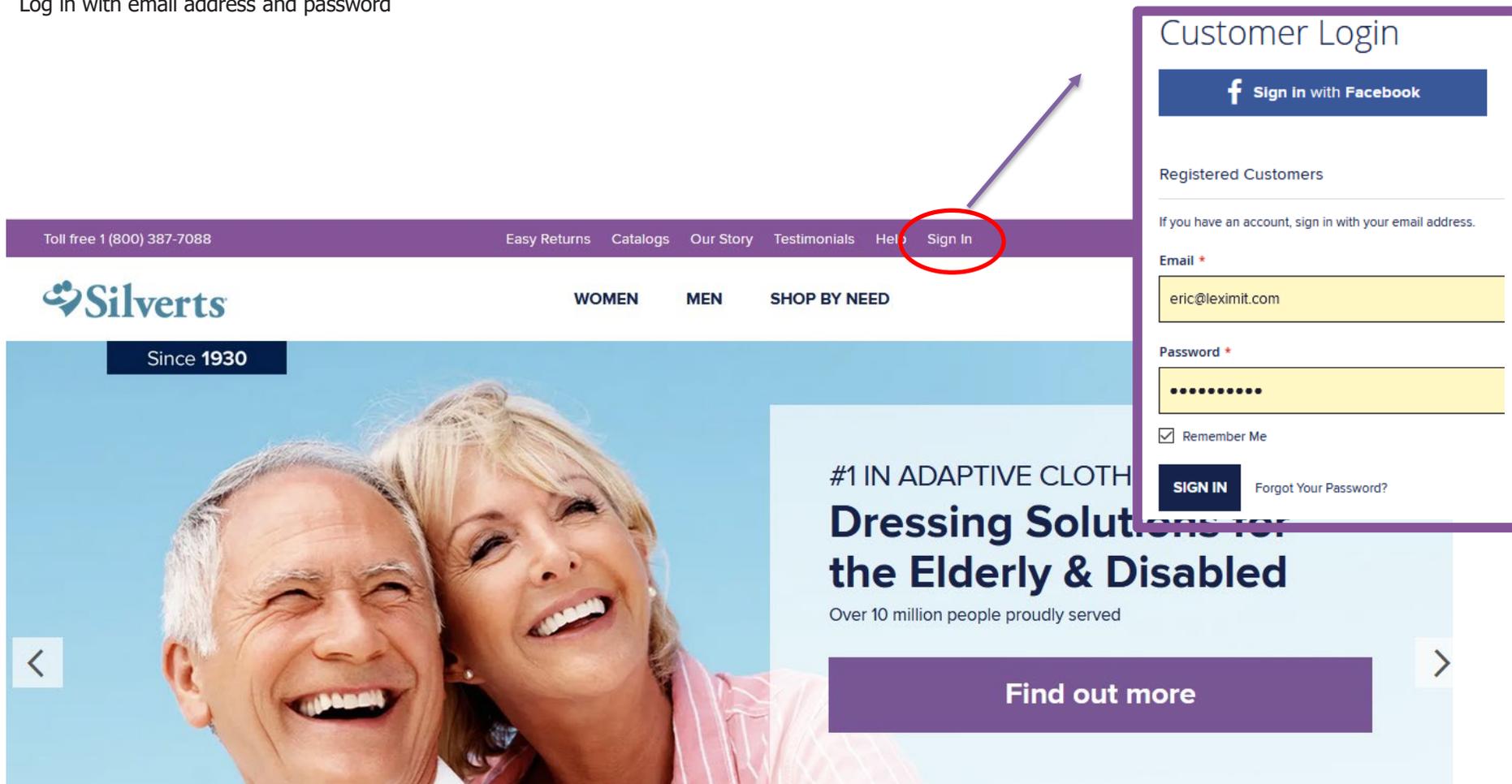
Nursing Home Order Processing

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- 7) Returns & Exchanges **NEW!**
- 8) FAQs

Logging in & Account Info

Log in with email address and password



The screenshot shows the Silverts website interface. At the top, a purple navigation bar contains the text "Toll free 1 (800) 387-7088" on the left and "Easy Returns", "Catalogs", "Our Story", "Testimonials", "Help", and "Sign In" on the right. The "Sign In" link is circled in red, with a purple arrow pointing to a "Customer Login" modal window on the right side of the page. The modal window has a title "Customer Login" and a "Sign in with Facebook" button. Below that, it says "Registered Customers" and "If you have an account, sign in with your email address." There are two input fields: "Email" with the value "eric@leximit.com" and "Password" with masked characters. A "Remember Me" checkbox is checked. At the bottom of the modal are "SIGN IN" and "Forgot Your Password?" buttons. The main website content features the Silverts logo, navigation links for "WOMEN", "MEN", and "SHOP BY NEED", and a large banner for "Dressing Solutions for the Elderly & Disabled" with a "Find out more" button.

New Company User Set up

Go to 'My Account' to view/edit your account summary and to add yourself or multiple users

Toll free 1 (800) 387-7088 Easy Returns Catalogs Our Story Testimonials Help **My Account** ▾

Silverts WOMEN MEN SHOP BY NEED

My Account

- My Account
- My Orders
- My Wish List
- Address Book
- Account Information
- Gift Card
- Company Profile
- Company Credit
- Company Structure
- Company Users**
- Roles and Permissions
- Reward Points
- My Product Reviews

My Account

Account Information

Contact Information
Jane Smith
eric@leximit.com
[Edit](#) | [Change Password](#)

Address Book

Manage Address Book

Default Billing Address

Rick Easter
4715 Mountain Creek Pkwy
Dallas, Texas, 75236
United States
T: 21432159779
[Edit Address](#)

Company Users

[SHOW INACTIVE USERS](#) [SHOW ALL USERS](#)

ID	Name	Email
6737	Ankush Thakur	test@silverts.com
41	Jane Smith	eric@leximit.com
6746	John Kim	ericminki@outlook.com
6755	John Kim	leximdemo@outlook.com
90715	JOHN Kim	sales@lexim.net
44	RickBTBUSSUB Easter	eric@lexim.net
98523	Shannon Williard	shannonw@silverts.com

7 Item(s)

[ADD NEW USER](#)

Add New User

Job Title *

User Role *

Default User ▾

First Name *

Last Name *

[SAVE](#)

[CANCEL](#)

A pop-up will appear, enter in all information and [SAVE](#)

New Company User Set up

1) Once admin has added new user, and email confirmation and instructions will be sent to the new user:

Welcome to Silverts



Silverts Customer Support <customercare@silverts.com>
To ● Adrianne Liu

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)



Since 1930 #1 in ADAPTIVE APPAREL

Adrianne Liu,

Welcome to Silverts.

To sign in to our site and set a password, click on the **link**:

- **Email:** adriannel@silverts.com

When you sign in to your account, you will be able to:

- Proceed through checkout faster
- Check the status of orders
- View past orders
- Store alternative addresses (for shipping to multiple family members and friends)

Thank you, for shopping at silverts.com!

[Reply](#)

Toll free 1 (800) 387-7088

[Easy Returns](#)

[Catalogs](#)

[Our Story](#)



[WOMEN](#)

[MEN](#)

Set a New Password

New Password *

Password Strength: No Password

Confirm New Password *

SET A NEW PASSWORD

A new window will open up to the Silverts page to set up a new password. New Company User has now been set up.

Creating a Wish List

- 1) Facility can email **Wish List** direct to a family member and the Wish List can be added right to cart and purchased immediately
- 2) If PGT resident, the Wish List can be emailed/faxed to the PGT via the facility or Silverts at customercare@silverts.com

1) Go to *My Wish List* and *Create New Wish List*

My Wish Lists

My Account

My Orders

My Wish List

Address Book

Account Information

- Wish List: Wish List admin Mrs. Smith - 123 James Smith - 456 John Doe Sally Good Gertrude Doe Mike Carpenter
Sample Mr Josh test Mrs Smith room 232 shannon willard Adrienne scout penny sam scout sister
ursula shane

Create New Wish List

Wish List [Edit](#)

Create New Wish List

Wish List Name

SAVE CANCEL

*A pop-up will appear, input resident's Name, click **SAVE***

Creating a Wish List

2) Once Wish List is created it will be added to your general **My Wish Lists** summary

**TIP- this green bar will appear to notify that your action was successful*

✔ Wish list "Jane Doe" was saved.

My Wish Lists

[My Account](#)

[My Orders](#)

[My Wish List](#)

[Address Book](#)

[Account Information](#)

Wish List: [Wish List admin](#) [Mrs. Smith - 123](#) [James Smith - 456](#) [John Doe](#) [Sally Good](#) [Gertrude Doe](#) [Mike Carpenter](#)
[Sample](#) [Mr Josh](#) [test](#) [Mrs Smith room 232](#) [shannon willard](#) [Adrianne](#) [scout](#) [penny](#) [sam](#) [scout sister](#)
[ursula](#) [shane](#) **[Jane Doe](#)** [Create New Wish List](#)

Jane Doe [Edit](#)

New Wish List name should appear here

Creating a Wish List

3) Start shopping and instead of adding to cart,

ADD TO WISHLIST

****Adding items to wish list only adds to the general wish list and will need to be moved to the resident's wish list after all items have been selected*

Footwear > Slippers > Deep and Wide Diabetic Bootie Slipper Women/Men



THIS WEEK'S SPECIAL!

Item #10160

Deep and Wide Diabetic Bootie Slipper Women/Men

 Self Dressing

★★★★★ 69 reviews

From ~~USD \$23.23~~ **USD \$20.91**

Color: **Fuschia**



Size: **M**



Size Chart

Qty: In stock

ADD TO CART

ADD TO WISHLIST

Creating a Wish List

4) Once you click

ADD TO WISHLIST

you will automatically be directed to your **My Wish Lists** page

✔ Deep and Wide Diabetic Bootie Slipper Women/Men has been added to your Wish List. [Click here to continue shopping.](#)

My Wish Lists

- My Account
- My Orders
- My Wish List**

Wish List: Wish List admin Mrs. Smith - 123 James Smith - 456 John Doe Sally Good Gertrude Doe
shannon willard Adrienne scout penny sam scout sister ursula shane Jane Doe

Wish List [Edit](#)

- Address Book
- Account Information
- Gift Card
- Company Profile
- Company Credit
- Company Structure
- Company Users
- Roles and Permissions
- Reward Points
- My Product Reviews
- Newsletter Subscriptions

- My Invitations
- My Returns

Recent Orders

Order #: 100008195
Date: 9/24/20
Ship To: Rick Easter
Order Total: USD \$98.34
Status: Delivered
[View Order](#) | [Reorder](#)

Order #: 10000103
Date: 9/9/20
Ship To: EricBTBUSMANUAL

1 Item in wish list



Deep and Wide Diabetic Bootie Slipper Women/Men
USD \$20.91 Regular Price: USD \$23.23
Color: Fuschia **Size:** M
Qty: In stock

ADD TO CART

Move to Wish List
Copy to Wish List

[Edit](#)

[Click here](#) to continue shopping.

**TIP- To continue adding items to you wish list, click here, it will bring you back to your previous item*

**Check that the quantity is correct*

Creating a Wish List

- Once items have been added to Wish List, you can either **check off** each item or **select all** and move to resident's wish list.
- A dropdown will appear once you click **Move Selected to Wish List**, choose Wish List/ Resident name.

Wish List [Edit](#)

Select all [Move Selected to Wish List](#) [Copy Selected to Wish List](#)

3 Item(s) in wish list

Show 10 per page



Deep and Wide Diabetic Bootie Slipper Women/Men

USD \$20.91 Regular Price: USD \$23.23

Color: Fuschia Size: M

Qty: In stock

ADD TO CART

[Move to Wish List](#)

[Copy to Wish List](#)

[Edit](#)

[Delete](#)



Adaptive Hospital Gowns Nursing Home & Home Care

USD \$36.98

Color: Lace Roses Size: M

Qty: In stock

ADD TO CART

[Move to Wish List](#)

[Copy to Wish List](#)

[Edit](#)

[Delete](#)



Best Gripper Hospital Socks Men & Women - Slipper Socks

USD \$6.49

Color: Baby Pink Size: OS

Qty: In stock

ADD TO CART

[Move to Wish List](#)

[Copy to Wish List](#)

[Edit](#)

[Delete](#)

Move Selected to Wish List ^

admin

Mrs. Smith - 123

James Smith - 456

John Doe

Sally Good

Gertrude Doe

Mike Carpenter

Sample

Mr Josh

test

Mrs Smith room 232

shannon willard

Adrienne

scout

penny

sam

scout sister

ursula

shane

Jane Doe

Create New Wish List

Creating a Wish List

7) Wish List should now be empty, and moved to Resident's Wish List ready to be Shared with family member/ caregiver/ PGT to purchase

✔ 3 items were moved to Jane Doe: "Deep and Wide Diabetic Bootie Slipper Women/Men", "Adaptive Hospital Gowns Nursing Home & Home Care ", "Best Gripper Hospital Socks Men & Women - Slipper Socks".

My Wish Lists

My Account

My Orders

My Wish List

Address Book

Account Information

Gift Card

Company Profile

- Wish List: Wish List admin Mrs. Smith - 123 James Smith - 456 John Doe Sally Good Gertrude Doe Mike Carpenter
Sample Mr Josh test Mrs Smith room 232 shannon willard Adrienne scout penny sam scout sister
ursula shane Jane Doe [Create New Wish List](#)

Wish List [Edit](#)

⚠ You have no items in your wish list.

Creating a Wish List

8) Click on Resident Wish List to view items, click

SHARE WISH LIST

My Wish Lists

Wish List: [Wish List](#) [admin](#) [Mrs. Smith - 123](#) [James Smith - 456](#) [John Doe](#) [Sally Good](#) [Gertrude Doe](#) [Mike Carpenter](#) [Sam](#) [Mr Josh](#) [test](#)
[Mrs Smith room 232](#) [shannon willard](#) [Adrienne](#) [scout](#) [penny](#) [sam](#) [scout sister](#) [ursula](#) [shane](#) **[Jane Doe](#)** [Create New Wish List](#)

Jane Doe [Edit](#)

Select all [Move Selected to Wish List](#) [Copy Selected to Wish List](#)

3 Item(s) in wish list

Show per page

<input type="checkbox"/> Deep and Wide Diabetic Bootie Slipper Women/Men USD \$20.91 Regular Price USD \$23.23 Color: Fuschla Size: M Qty: <input type="text" value="1"/> In stock ADD TO CART Move to Wish List Copy to Wish List Edit Delete	<input type="checkbox"/> Adaptive Hospital Gowns Nursing Home & Home Care USD \$30.98 Color: Lace Roses Size: M Qty: <input type="text" value="1"/> In stock ADD TO CART Move to Wish List Copy to Wish List Edit Delete	<input type="checkbox"/> Best Gripper Hospital Socks Men & Women - Slipper Socks USD \$6.49 Color: Baby Pink Size: OS Qty: <input type="text" value="1"/> In stock ADD TO CART Move to Wish List Copy to Wish List Edit Delete
---	---	---

UPDATE WISH LIST

SHARE WISH LIST

ADD ALL TO CART

DELETE WISH LIST

Creating a Wish List

9) A new browser will appear, enter in email(s) separated by commas if it is being shared with more than one family member/ caregiver. If PGT resident, the Wish List can be emailed through here at customercare@silverts.com, or faxed to the PGT via the facility.

10) Click **SHARE WISH LIST** and it will be emailed to family member/caregiver to purchase. Confirmation that list has been shared will appear at the top of the page in the green bar.

Wish List Sharing

Sharing Information

Email addresses, separated by commas *

adriannel@silverts.com, shannonw@silverts.com

Message

Hello, this is Jane Doe's recommended items.
Thanks,
Nursing Home

SHARE WISH LIST

✔ Your wish list has been shared.

My Wish Lists

My Account

My Orders

My Wish List

Address Book

Account Information

Wish List:	Wish List	admin	Mrs. Smit
	Sample	Mr Josh	test
	ursula	shane	Jane Doe

Jane Doe [Edit](#)

Check out process for approved Wish Lists

- 1) Once family member/ caregiver or PGT receives wish list, all they have to do is click View all Wish List items, and it will automatically bring them to the Silverts cart to check out.
- 2) They will need to click **ADD ALL TO CART** , click on shopping cart, and **CHECKOUT** to complete purchase.

Take a look at Jane Smith's Wish List

Silverts Customer Support <customercare@silverts.com>
To: Adrienne Liu

If there are problems with how this message is displayed, click here to view it in a web browser.



Deep and Wide Diabetic Bootie Slipper Women/Men

[View Product](#)



Adaptive Hospital Gown Care

[View Product](#)

View all Wish List items

Silverts

Jane's Wish List

Product



Deep and Wide Diabetic Bootie Slipper Women/Men

USD \$20.91 Regular Price USD \$23.23



Adaptive Hospital Gowns Nursing Home & Home Care

USD \$36.98



Best Gripper Hospital Socks Men & Women - Slipper Socks

USD \$6.49

ADD ALL TO CART

Your Shopping Cart (3)



Best Gripper Hospital Socks Men & Women - Slipper Socks

USD \$6.49

Color: Baby Pink
Size: OS
Quantity: 1



Adaptive Hospital Gowns Nursing Home & Home Care

USD \$36.98

Color: Lace Roses
Size: M
Quantity: 1



Deep and Wide Diabetic Bootie Slipper Women/Men

USD \$20.91

Color: Fuchsia
Size: M
Quantity: 1

TOTAL USD \$64.38

VIEW CART (3)

CHECKOUT

Placing bulk order with facility credit

- 1) Sign in with My Account with Facility credentials
- 2) Check Balance under **Company Credits**

My Account

- My Account
- My Orders
- My Wish List
- Address Book
- Account Information
- Gift Card
- Company Profile
- Company Credit**
- Company Structure
- Company Users
- Roles and Permissions
- Reward Points
- My Product Reviews
- Newsletter Subscriptions

My Account

Account

Contact

Jane Smith
eric@lex...

Address Book

Default Information

Rick East
4715 Mor
Dallas, TX
United States
T: 213215
Edit Address

Receivables

Company Credit

My Account My Orders My Wish List Address Book Account Information Gift Card

Outstanding Balance: **-USD \$1,132.86**

Available Credit: **USD \$3,867.14**

Credit Limit: **USD \$5,000.00**

Date	Operation	Amount	Outstanding Balance	Available Credit	Credit Limit	Updated By
09/24/20	Purchased	-USD \$72.31 (-CAD \$7775) USD/CAD: 1.0753	-USD \$1132.86	USD \$3,867.14	USD \$5,000.00	Jane Smith
09/09/20	Purchased	-USD \$89.26	-USD \$1,060.55	USD \$3,939.45	USD \$5,000.00	admin admin
09/09/20	Purchased	-USD \$130.54	-USD \$971.29	USD \$4,028.71	USD \$5,000.00	RickBTBUSSUB Easter
09/09/20	Purchased	-USD \$50.00	-USD \$840.75	USD \$4,159.25	USD \$5,000.00	RickBTBUSSUB Easter

- 3) Start shopping and adding items to your cart!

Placing bulk order with facility credit

Hello, Jane!

eric@leximit.com | EDIT PROFILE

Shipping Information

+ Add New Address

- Rick Easter 4715 Mountain Creek Pkwy, Dallas, Texas, 75230, United States, 2132159779.
- RickBTBUSMANUAL Easter 4715 Mountain Creek Pkwy, Dallas, Texas, 75230, United States, 2132159779.
- EricBTBMASTER Lee 450 S. Oxford Ave, 217, Los Angeles, California, 90020, United States, 2132159779.
- EricBTBUSMANUAL Lee 450 S. Oxford Ave, Los Angeles, California, 90020, United States, 2132159779.
- Rick Easter 4715 Mountain Creek Pkwy, Dallas, Texas, 75230, United States, 2132159779.

Shipping

- Standard USD \$9.95
- Rush USD \$19.95

Billing Information

Rick Easter , 4715 Mountain Creek Pkwy, Dallas, Texas, 75230, United States, 2132159779.

- Available Credit USD \$3,867.14
- Payment on Account

Terms and Conditions

I agree to the Terms and Conditions of Silverts.

PLACE ORDER

Summary

Subtotal	USD \$55.78
Shipping (United Parcel Service - Standard)	USD \$9.95
Sales Tax	USD \$4.60

Estimated Total USD \$70.33

Add Promo Code (Optional) +

Gift Certificates +

Your Shopping Cart (1) +

Need Help?

[Shipping Information](#)

[Silverts Guarantee](#)

[Return Policy](#)

[Customer Care](#)

4) Checkout cart once you are ready, you will see under billing information the Available Credit that will be automatically be used towards your purchase.

5) Check off Terms and Conditions, and click **PLACE ORDER**

6) An email confirmation will be sent to you.

Available Credit
USD \$3,867.14

Payment on Account

Terms and Conditions

I agree to the Terms and Conditions of Silverts.

PLACE ORDER

Placing Individual Resident order with facility credit

To place an order for a Resident using facility credits, complete the same steps as ordering for a bulk order on facility credit with the exception of Shipping information- Add new Shipping information to include Resident's Full Name Rm # (room number can be inputted into Apt No).

The screenshot shows the checkout process on the Silverts website. The page is titled "Hello, Jane!" and includes a navigation bar with "< Back to My Cart", the Silverts logo, and "Secure Checkout".

Shipping Information: A red circle highlights the "+ Add New Address" button. Below it are four address cards. A purple arrow points from the first address card to a callout box on the right. The callout box contains the address: "Jane Doe 4715 Mountain Creek, Room 106, California, California, 90210, United States, 416-123-1234." and an "EDIT ADDRESS" button with a checkmark.

Summary: A table showing order totals:

Subtotal	USD \$55.78
Shipping (United Parcel Service - Standard)	USD \$9.95
Sales Tax	USD \$4.60
Estimated Total	USD \$70.33

Below the summary are sections for "Add Promo Code (Optional)", "Gift Certificates", and "Your Shopping Cart (1)".

Shipping: Two options are shown: "Standard USD \$9.95" (selected with a checkmark) and "Rush USD \$19.95".

Billing Information: A red circle highlights this section. It shows the address: "Rick Easter, 4715 Mountain Creek Pkwy, Dallas, Texas, 75236, United States, 2132159779." Below it are two payment options: "Available Credit USD \$3,867.14" and "Payment on Account" (selected with a checkmark). A purple arrow points from the "Payment on Account" option to a "Terms and Conditions" box.

Terms and Conditions: A purple box contains the text: "I agree to the Terms and Conditions of Silverts." with a checked checkbox and a "PLACE ORDER" button.

At the bottom left, there is a "PLACE ORDER" button. At the bottom right, the "Careismatic BRANDS" logo is displayed.

Returns & Exchanges

1) Go to **My Orders**, to View Orders. Identify which order needs partial or full refund. Click **View Order**

My Orders

[My Account](#)[My Orders](#)[My Wish List](#)[Address Book](#)[Account Information](#)[Gift Card](#)[Company Profile](#)[Company Credit](#)

Order #	Date	Ship To	Order Total	Status	Action
100008195	9/24/20	Rick Easter	CAD \$98.34	Delivered	View Order Reorder
100000103	9/9/20	EricBTBUSMANUAL Lee	USD \$89.26	Delivered	View Order Reorder
100000100	9/9/20	EricBTBUSSUBTWO Lee	USD \$130.54	Delivered	View Order Reorder
100000097	9/9/20		USD \$50.00	Pending	View Order Reorder
100000091	9/9/20	EricBTBUSMASTER Lee	USD \$171.59	Delivered	View Order Reorder
000012299	8/28/20		USD \$200.00	Pending	View Order Reorder
000012293	8/28/20	EricBTBUSSUBTWO Lee	USD \$214.13	Shipped	View Order Reorder
000012290	8/28/20		USD \$150.00	Pending	View Order Reorder
000012284	8/28/20	EricBTBUSMASTER Lee	USD \$243.06	Pending	View Order Reorder
000012148	8/24/20	RickBTBUSMANUAL Easter	USD \$17.99	Delivered	View Order Reorder

Returns & Exchanges

2) A new browser will appear, click [Return](#)

Order # 100008195

DELIVERED

Created: September 24, 2020 (Jane Smith)

Reorder

Return

Print Order

Items Ordered

Invoices

Order Shipments

Items Ordered

Track your order

Product Name	SKU	Price	Qty	Subtotal
Poly-Cotton Hospital Gowns for Men				
Color Gray/White	50050_SV1295_M	CAD \$35.98	Ordered: 1 Shipped: 1	CAD \$35.98
Size M				
Mens Extra Extra Wide Width Slippers				
Color Black	10105_SV2_9	CAD \$44.98	Ordered: 1 Shipped: 1	CAD \$44.98
Size 9				
			Subtotal	CAD \$80.96
			Shipping & Handling	CAD \$10.70
			Tax	CAD \$6.68
			Grand Total	CAD \$98.34
			Grand Total to be Charged	USD \$72.31

 Need help? Ask us

Returns & Exchanges

3) Using the dropdown under Item *, pick which item from the order needs to be refunded. Input Quantity to return. For the rest of the criteria use the drop down menus to populate. Note that Resolution will always be Refund as Exchanges cannot be processed through the website- Please contact customer@silverts.com.

Create New Return

New Return for Order 100008195

Order ID
100008195

Email
eric@leximit.com

Order Shipping Address
Rick Easter
4715 Mountain Creek Pkwy
Dallas, Texas, 75236
United States
T: 2132159779

Customer Name
Jane Smith

Contact Email Address
eric@leximit.com

Return Items Information

Item *
Poly-Cotton Hospital Gowns for Men (Gray/White, M)

Quantity To Return *
Remaining Quantity: 1

Resolution *
Item Condition *

Reason to Return *

Resolution *

- Refund

Item *

- Poly-Cotton Hospital Gowns for Men (Gray/White, M)
- Poly-Cotton Hospital Gowns for Men (Gray/White, M)**
- Mens Extra Extra Wide Width Slippers (Black, 9)

Item Condition *

- Unopened**
- Opened
- Damaged

Reason to Return *

- Too Large**
- Too Small
- Product no longer needed
- Product is not as described on the website
- Received wrong product or size
- The item I received was damaged
- Other

Returns & Exchanges

4) Once all criteria has been populated, you are ready to submit return. Check off acknowledgement of \$9.95 shipping fee, and click **SUBMIT**
***Free returns for facilities only, this will be reimbursed on a monthly basis- Contact customercare@silverts.com for reimbursement process.

SUBMIT

Return Items Information

Item *	Quantity To Return *
<input type="text" value="Poly-Cotton Hospital Gowns for Men (Gray/White, M)"/>	<input type="text" value="0"/>
	<small>Remaining Quantity: 0</small>
Resolution *	Item Condition *
<input type="text" value="Refund"/>	<input type="text" value="Unopened"/>
Reason to Return *	
<input type="text" value="Too Large"/>	

ADD MORE ITEM TO RETURN

Comments

By submitting this return, you agree to be charged \$9.95 return shipping fee. To arrange a return at your own expense, please contact 1-800-387-7088 to obtain an RMA.

SUBMIT

Returns & Exchanges

5) Once return has been submitted you can view the summary and status of your returns under **My Returns** by clicking on **View Return**

My Returns

	Return #	Date	Ship From	Return Status	View Return
My Account	100000383	9/30/20	RickBTBUSMASTER Easter	Authorized	View Return
My Orders	100000374	9/30/20	Jane Smith	Authorized	View Return
My Wish List	100000362	9/30/20	RickBTBUSMASTER Easter	Authorized	View Return
Address Book	000000509	8/21/20	RickBTBUSMASTER Easter	Processed and Closed	View Return
Account Information	000000506	8/21/20	RickBTBUSMASTER Easter	Processed and Closed	View Return
Gift Card	000000503	8/21/20	RickBTBUSSUB Easter	Processed and Closed	View Return
	000000500	8/21/20	RickBTBUSMASTER Easter	Processed and Closed	View Return
Company Profile	000000482	8/20/20	RickBTBUSMASTER Easter	Authorized	View Return
Company Credit	000000479	8/20/20	RickBTBUSMASTER Easter	Authorized	View Return
Company Structure	000000260	8/11/20	RickBTBUSMASTER Easter	Processed and Closed	View Return

Items 1 to 10 of 15 total

1 2 >

Show 10 per page

- My Account
- My Orders
- My Wish List
- Address Book
- Account Information
- Gift Card
- Company Profile
- Company Credit
- Company Structure
- Company Users
- Roles and Permissions
- Reward Points
- My Product Reviews
- Newsletter Subscriptions

My Invitations

My Returns

Recent Orders

Returns & Exchanges

6) Once you have clicked on **View Return**, you can print off the shipping labels right off the page by clicking on **Print Shipping Label** and affix to package.

Return #100000383

AUTHORIZED

Request Information

ID: 100000383
 Order ID: 000012136
 Date Requested: 9/30/20
 Email: eric@leximit.com
 Contact Email Address: eric@leximit.com

Shipping Address

Silverts
 Silverts
 4715 Mountain Creek Pkwy
 Dallas, Texas, 75236
 United States
 T: (800) 387-7088

Shipping and Tracking Information

[Track this shipment](#) [Print Shipping Label](#) [Show Packages](#)

Carrier

United Parcel Service

Tracking Number

[1Z83X93F9004618030](#)

Items Return Requested For

Product Name	SKU	Condition	Resolution	Request Qty	Qty	Status
Unisex Walker / Wheelchair Bags/ Bedside Rail Pouch						
Color						
Black						
Size	30150_SV2_OS	Unopened	Refund	1	1	Authorized
OS						

Comments

Customer Service 9/30/20 2:05 PM

We placed your Return request.

Leave Comment

SUBMIT COMMENT

A new browser with the shipping label will appear, print ready



You can also submit any questions or comments here, and customer service will respond.

FAQS

Is the billing process the same?

- Silverts will no longer invoice the family member or caregiver. They must purchase directly via Wish List recommended by facility member.

What's the difference between *move to wish list* and *copy to wish list*?

- Moving items to resident's wish list takes items out of your general wish list. Copying to wish list allows you to place items in residents wish list and keep the items in your general wish list

What if you have the same item in your wish list for multiple residents, how do you add to wish list?

- You can use the copy to wish list function (this is useful for o/s or repeated orders)

Is my facility company credit updated automatically after each purchase?

- Yes, you will see the balance deplete

Can one facility have multiple users?

- Yes, you can add multiple users through the Company User link (see page 3 on How to add Company User)

How do I view my Reward points balance?

- You can find this under the **Reward Points** link on the side navigation.

How do I redeem my reward points?

- You can redeem reward points directly online as gift certificates or contact customercare@silverts.com for redemption for other gift cards or facility rewards.

I need help troubleshooting, customer care, who can I contact?

- Call 1-800-387-7088 or customercare@silverts.com

FAQS

Returns

How do I return/exchange?

- Exchanges are not processed through the web site. Please contact customercare@silverts.com
- The My Returns function is only for tracking purposes. If you need to do a return please process through website

Can returns from the facility be combined if shipping from the same facility?

- No, returns needs to be processed and shipped separately per resident with RMA# given by Customer Service department

Do returns have shipping fees?

- Facility returns have free shipping.
- Non-facility returns are \$9.95