



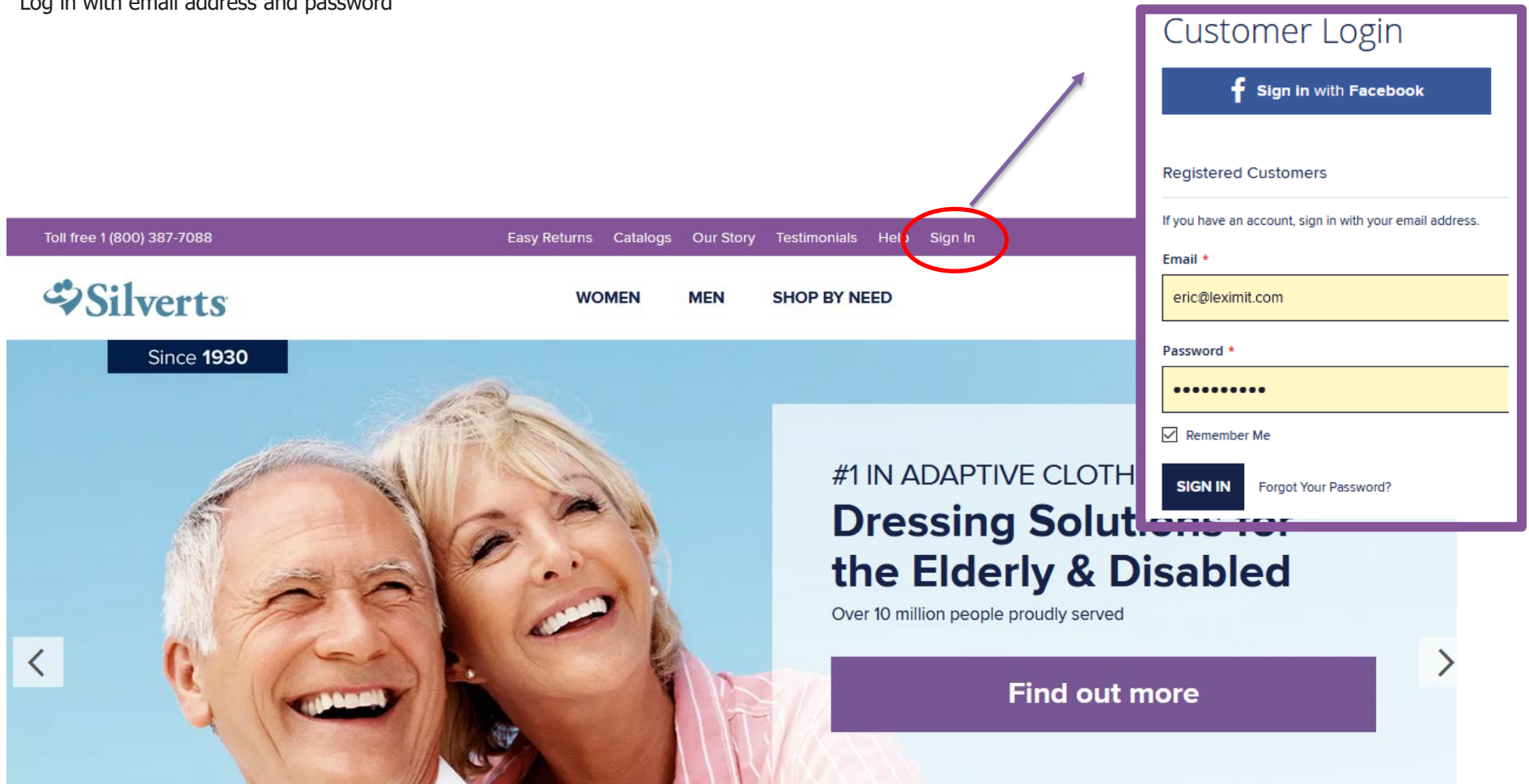
Nursing Home Order Processing

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- 3) Creating a Wish List to share with Family Member, Caregiver/ PGT **NEW!**
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- 6) Placing Individual Resident order with facility credit
- 7) Returns & Exchanges **NEW!**
- 8) FAQs

## Logging in & Account Info

Log in with email address and password



Toll free 1 (800) 387-7088

Easy Returns Catalogs Our Story Testimonials Help **Sign In**

**Silverts**


WOMEN MEN SHOP BY NEED

Since 1930

#1 IN ADAPTIVE CLOTHING  
**Dressing Solutions for the Elderly & Disabled**  
Over 10 million people proudly served

**Find out more**

### Customer Login

 Sign in with Facebook

Registered Customers

If you have an account, sign in with your email address.

Email \*

eric@leximit.com

Password \*

.....


☒ Remember Me

**SIGN IN** [Forgot Your Password?](#)

# 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


WOMEN
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## My Account

### Account Information

[My Account](#)  
[My Orders](#)  
[My Wish List](#)  
[Address Book](#)  
[Account Information](#)  
[Gift Card](#)  
[Company Profile](#)  
[Company Credit](#)  
[Company Structure](#)  
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[Roles and Permissions](#)  
[Reward Points](#)  
[My Product Reviews](#)

### Contact Information

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

### Address Book

[Manage Address](#)  

#### Default Billing Address

Rick Easter  
4715 Mountain Creek Pkwy  
Dallas, Texas, 75236  
United States  
T: 2132159779  
[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 \*

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](mailto:customercare@silverts.com)

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

Toll free 1 (800) 387-7088

Easy Returns

Catalogs

Our Story


Testimonials

Help

Sign In

ENGLISH


USD





WOMEN

MEN

SHOP BY NEED







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

**Create New Wish List**

Wish List

Edit

Create New Wish List


Wish List Name

Jane Doe

SAVE

CANCEL

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



Careismatic BRANDS

## 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: **Fuschla**



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

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](#)

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](#) [Delete](#)

**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:** EricBTBMANUAL

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

- 5) 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.  
 6) A dropdown will appear once you click **Move Selected to Wish List**, choose Wish List/ Resident name.

### Wish List [Edit](#)

3 Item(s) in wish list

Show  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](#)

☒ Select all

Move Selected to Wish List

Copy Selected to Wish List

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

Adrianne

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](#)[Adrianne](#)[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](#) [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](#)

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

3 item(s) in wish list

Show  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 \$30.98**  
 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](#)

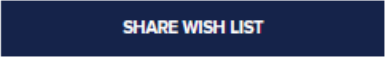
UPDATE WISH LIST

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](mailto:customercare@silverts.com), or faxed to the PGT via the facility.
- 10) Click  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



✓ Your wish list has been shared.

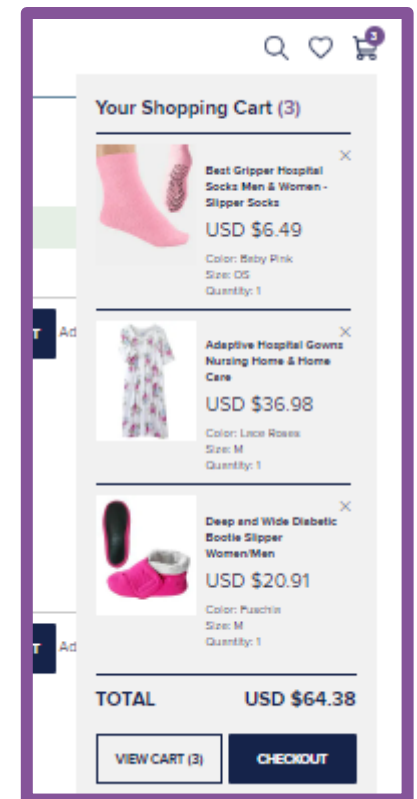
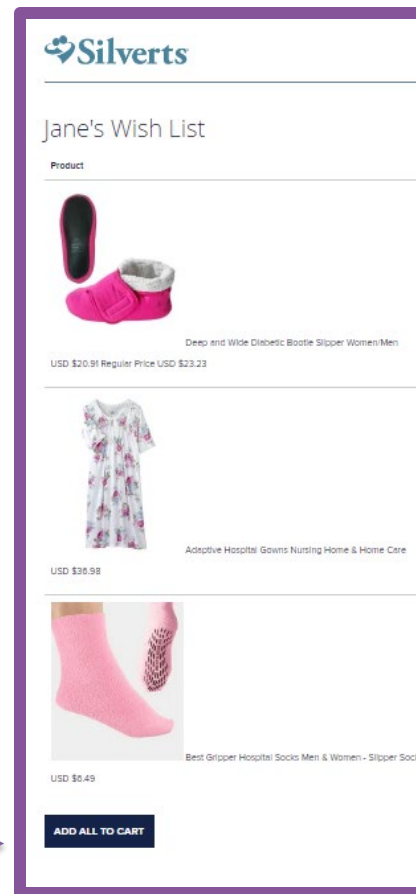
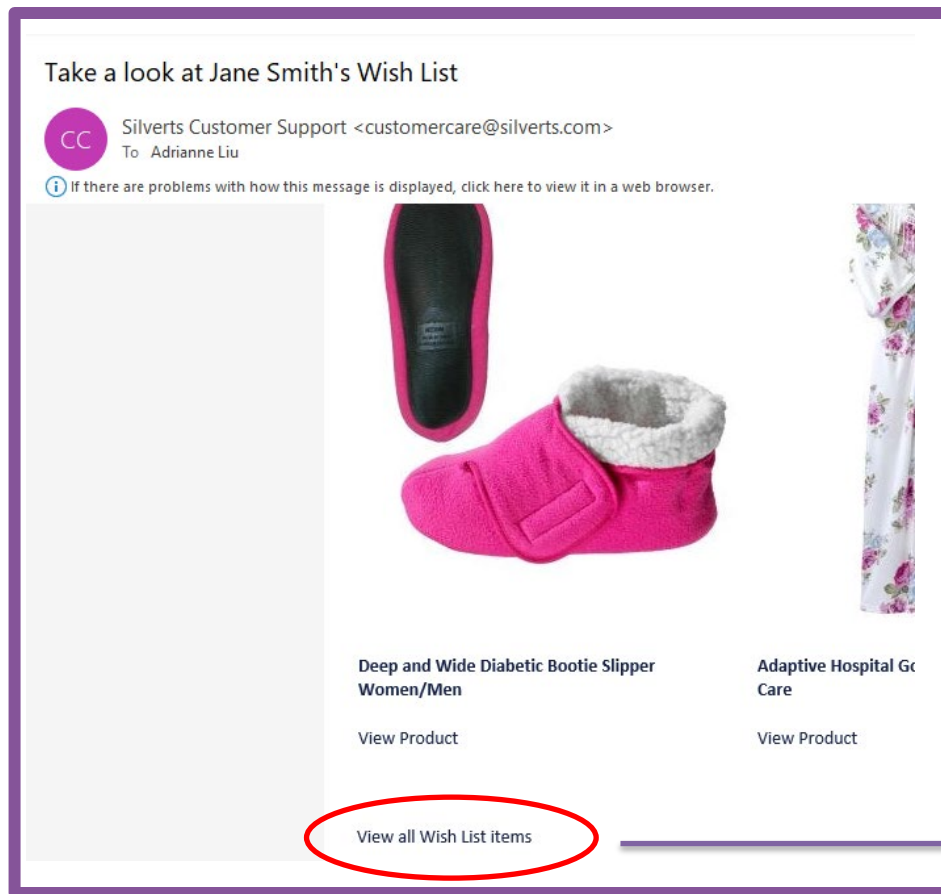
### My Wish Lists

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.




# Placing bulk order with facility credit

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



- 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



WOMEN MEN SHOP BY NEED

My Account

My Orders

My Wish List

Address Book

Account Information

Gift Card

### Company Credit

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 \$77.75) USD/CAD: 1.0753	-USD \$1,132.86	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	Rick@TBUSUB Easter
09/09/20	Purchased	-USD \$50.00	-USD \$840.75	USD \$4,159.25	USD \$5,000.00	Rick@TBUSUB 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](#)

Available Credit  
USD \$3,867.14

Payment on Account

### Terms and Conditions

☒ I agree to the Terms and Conditions of Silverts.

PLACE ORDER

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.



# 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).

[< Back to My Cart](#)

[Secure Checkout](#)

## Hello, Jane!

[eric@leximit.com](#) | [EDIT PROFILE](#)

### Shipping Information

[+ Add New Address](#)

Rick Easter 4715 Mountain Creek Pkwy, Dallas, Texas, 75236, United States, 2132159779.

RickBTBUSMANUAL Easter 4715 Mountain Creek Pkwy, Dallas, Texas, 75236, 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, 75236, United States, 2132159779.

### Shipping

Standard  
USD \$9.95

Rush  
USD \$19.95

### Billing Information

Rick Easter , 4715 Mountain Creek Pkwy, Dallas, Texas, 75236, 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](#)

Jane Doe 4715 Mountain Creek, Room 106, California, California, 90210, United States, 416-123-1234.

EDIT ADDRESS


Available Credit  
USD \$3,867.14

Payment on Account

### Terms and Conditions

☒ I agree to the Terms and Conditions of Silverts.

PLACE ORDER



## 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	<a href="#">View Order</a>   <a href="#">Reorder</a>
100000103	9/9/20	EricBTBUSMANUAL Lee	USD \$89.26	Delivered	<a href="#">View Order</a>   <a href="#">Reorder</a>
100000100	9/9/20	EricBTBUSSUBTWO Lee	USD \$130.54	Delivered	<a href="#">View Order</a>   <a href="#">Reorder</a>
100000097	9/9/20		USD \$50.00	Pending	<a href="#">View Order</a>   <a href="#">Reorder</a>
100000091	9/9/20	EricBTBUSMASTER Lee	USD \$171.59	Delivered	<a href="#">View Order</a>   <a href="#">Reorder</a>
000012299	8/28/20		USD \$200.00	Pending	<a href="#">View Order</a>   <a href="#">Reorder</a>
000012293	8/28/20	EricBTBUSSUBTWO Lee	USD \$214.13	Shipped	<a href="#">View Order</a>   <a href="#">Reorder</a>
000012290	8/28/20		USD \$150.00	Pending	<a href="#">View Order</a>   <a href="#">Reorder</a>
000012284	8/28/20	EricBTBUSMASTER Lee	USD \$243.06	Pending	<a href="#">View Order</a>   <a href="#">Reorder</a>
000012148	8/24/20	RickBTBUSMANUAL Easter	USD \$17.99	Delivered	<a href="#">View Order</a>   <a href="#">Reorder</a>

## 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				
<b>Color</b> Gray/White	50050_SV1295_M	<b>CAD \$35.98</b>	Ordered: 1 Shipped: 1	<b>CAD \$35.98</b>
<b>Size</b> M				
Mens Extra Extra Wide Width Slippers				
<b>Color</b> Black	10105_SV2_9	<b>CAD \$44.98</b>	Ordered: 1 Shipped: 1	<b>CAD \$44.98</b>
<b>Size</b> 9				
Subtotal				CAD \$80.96
Shipping & Handling				CAD \$10.70
Tax				CAD \$6.68
<b>Grand Total</b>				<b>CAD \$98.34</b>
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](mailto: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

#### Return Items Information

Item \*

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

Resolution \*

Reason to Return \*

Resolution \*

Refund

Customer Name  
Jane Smith

Contact Email Address  
eric@leximit.com

Quantity To Return \*

Remaining Quantity: 1

Item Condition \*

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  
\*\*\*Free returns for facilities only, this will be reimbursed on a monthly basis- Contact [customercare@silverts.com](mailto:customercare@silverts.com) for reimbursement process.

SUBMIT

### Return Items Information

Item \*

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

Quantity To Return \*

0

Remaining Quantity: 0

Resolution \*

Refund ▼

Item Condition \*

Unopened ▼

Reason to Return \*

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

Items 1 to 10 of 15 total

1 2 >

Show 10 per page

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						
<b>Color</b>						
Black						
<b>Size</b>	30150_SV2_OS	Unopened	Refund	1	1	Authorized
OS						

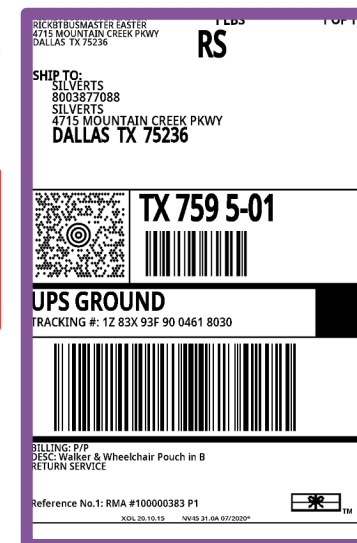
### Comments

**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](mailto: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](mailto:customercare@silverts.com)



## FAQS

### Returns

#### How do I return/exchange?

- Exchanges are not processed through the web site. Please contact [customercare@silverts.com](mailto: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