INTERSTATE-McBEE

ONLINE ORDERING

Returns Portal

How-To Guide

DOWNLOAD PDF

AUGUST 2025

How to Submit a Return

This guide will help you navigate our website and submit a return through the Returns Portal.

Accessing the Returns Portal

1. Sign In

Log in to our online ordering website here.
If you're unable to log in, please contact web@interstate-mcbee.com for assistance.

2. Navigate to Warranty/Returns

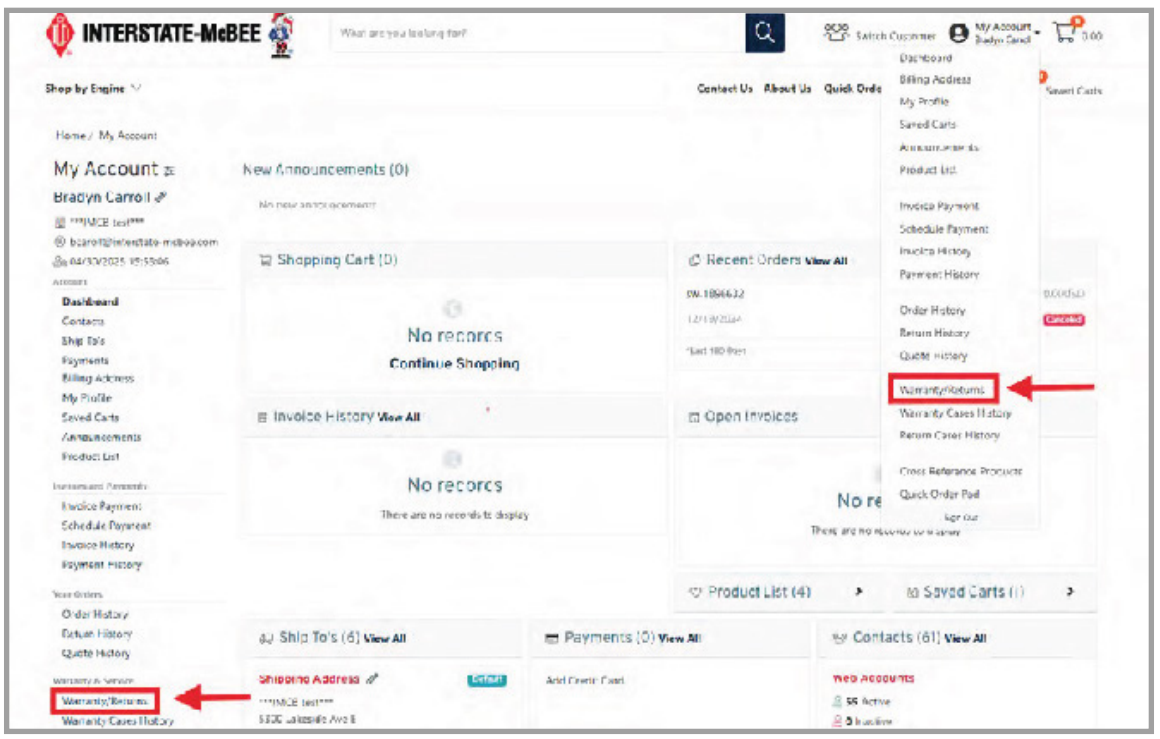
After logging in, you'll land on your dashboard. To access the Returns Portal:

- Use the left sidebar and click on "**Warranty/Returns**"

  OR

  Hover over your name in the **top-right corner**, then select "**Warranty/Returns**" from the drop-down menu.

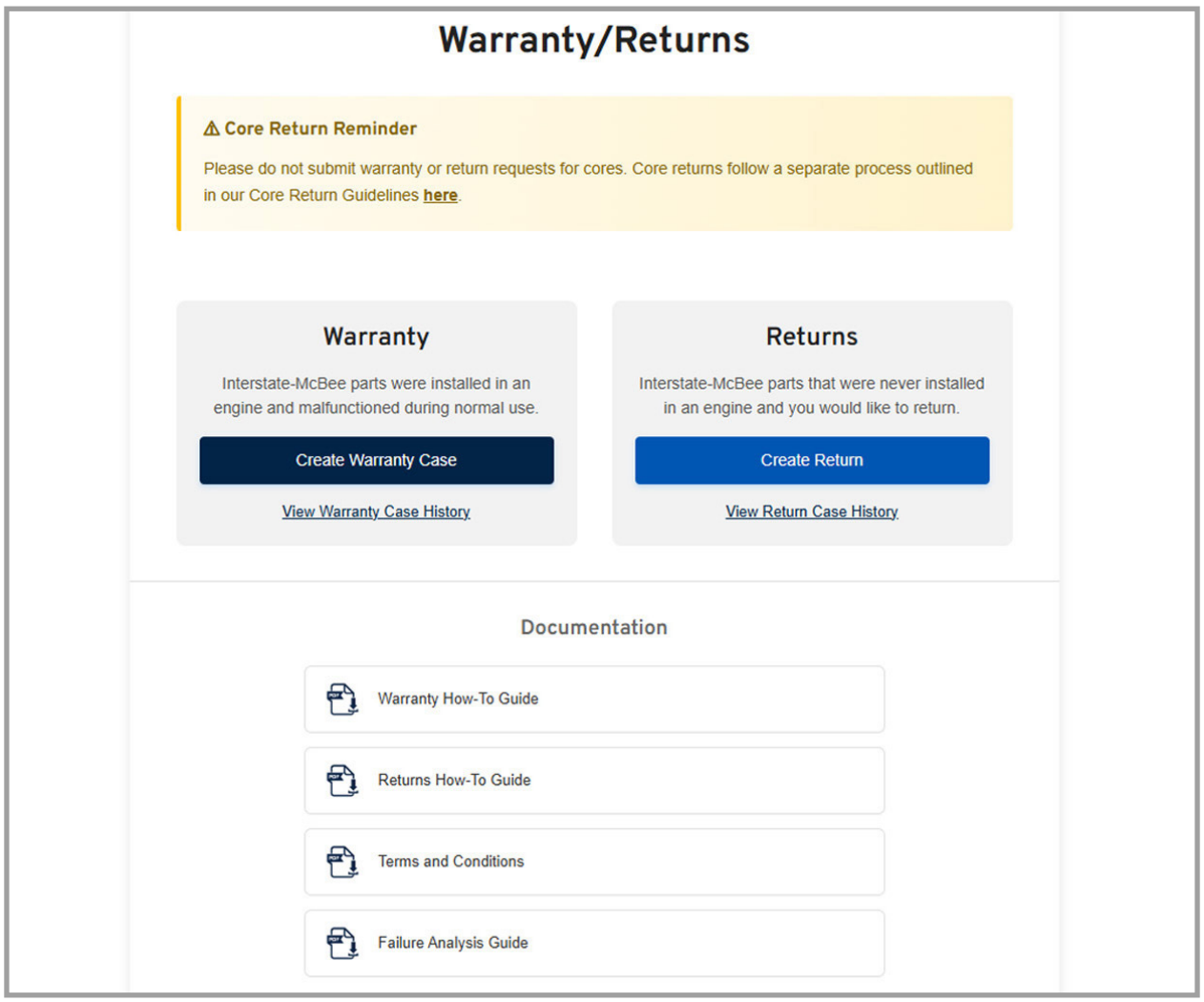
(See screenshot below for reference)



3. Start a New Return

On the **Warranty/Returns** page, click the "**Create Return**" button.

(See screenshot below for reference)



4. Complete the Return Case Form

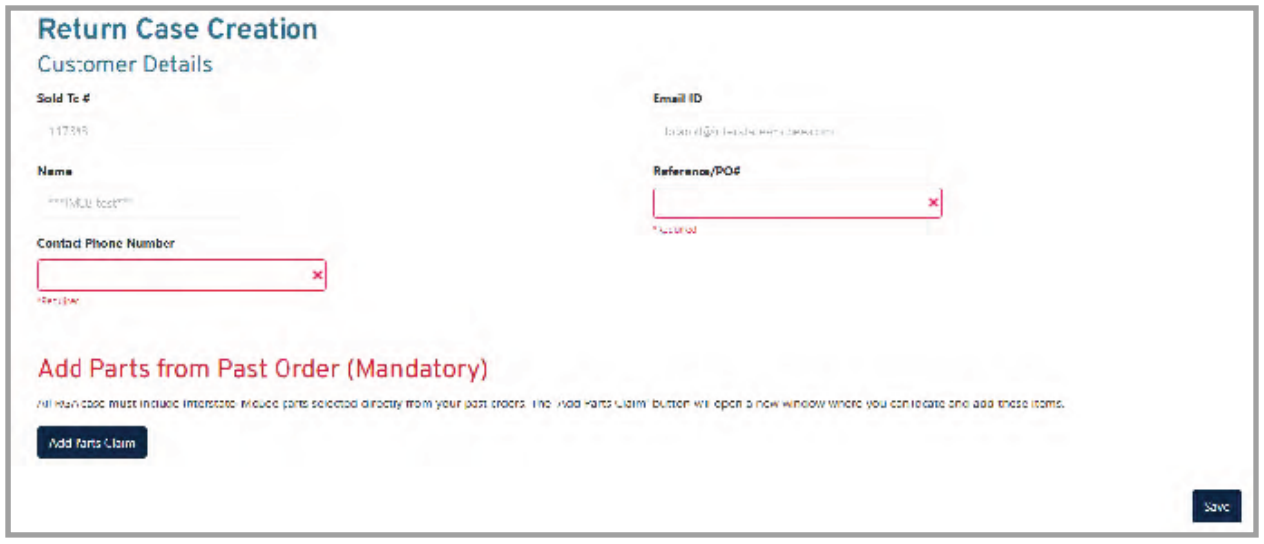
You'll be taken to the return case creation form. Follow the steps on the page and enter the required information.

Form: Return Case Creation

Section 1: Customer Details

- **Required:**
  - Original Reference / PO Number

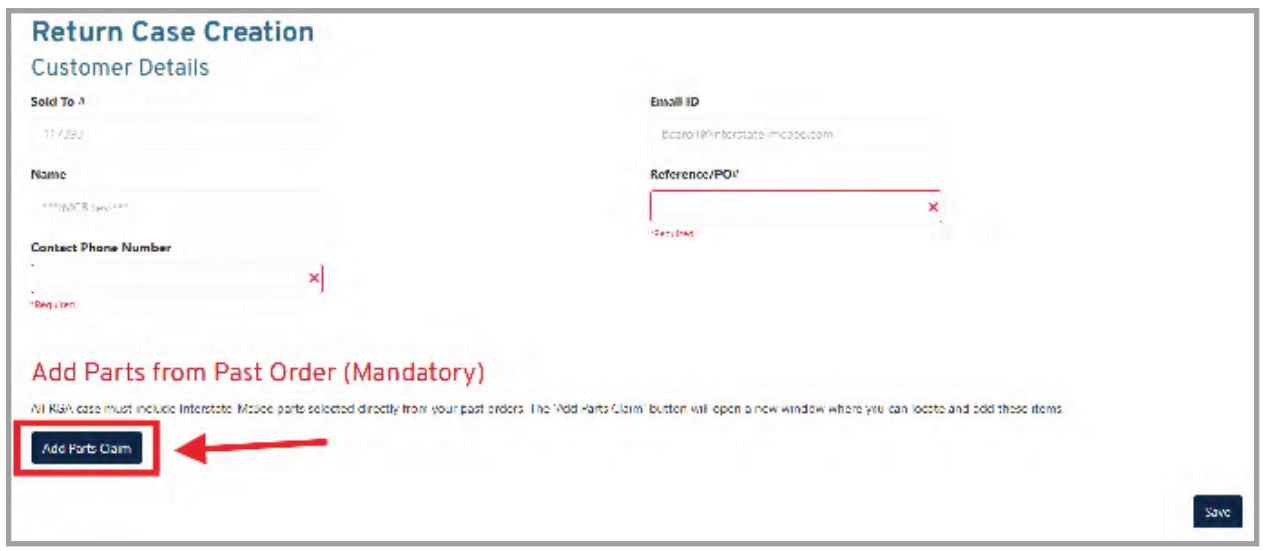
(See screenshot on next page for reference)

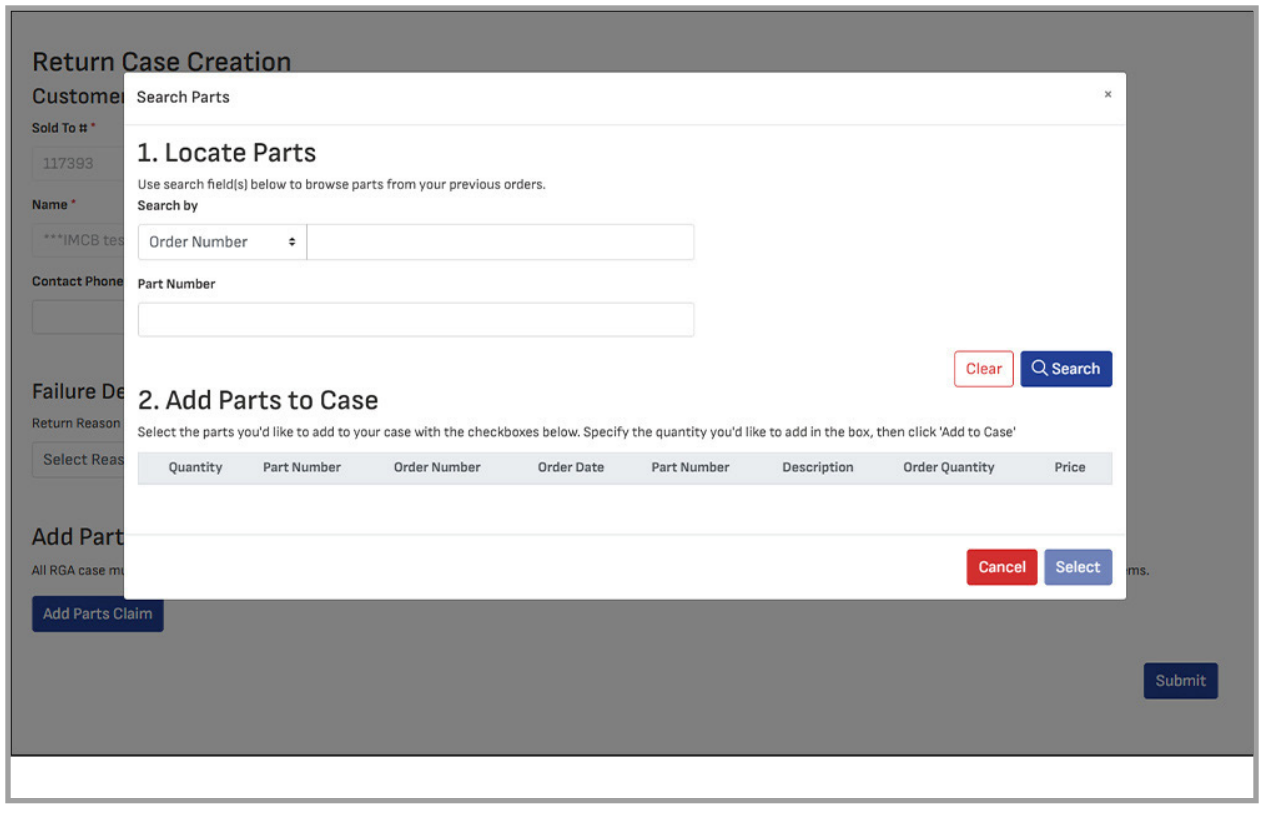


Section 2: Add Parts from Past Order

- **Required:**
  - Click "**Add Parts Claim**"
    - A pop-up will appear. Use the available fields to search for your parts.
    - Once results populate, select the correct order, input the quantity, and click "**Select**" to add the parts to your claim.

(See screenshots below for reference)





Submitting Your Case

Once all sections are completed:

Click"**Sumbit**" to submit your claim.

You'll receive a **case number** upon submission.

Please allow **1–2 business** days for RMA paperwork to be processed and sent to your email.

If you run into any issues or have any questions, contact z_onlineordering@interstate-mcbee.com for support.

INTERSTATE-McBEE

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