

# 2024 Hardware Channel Operations Guide

**Whirlpool®**



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## DAILY Business Support

CONTACT	SUPPORT	EMAIL	PHONE	NOTE
Order Management Team	Order Placement, Modifications, Cancellations. Delivery Support	<a href="mailto:knx_ordermanagement@whirlpool.com">knx_ordermanagement@whirlpool.com</a>	800.952.2537 Opt 1, Opt 3, Opt 5	Please provide Whirlpool Sold To # & Whirlpool Order # in all Communications
Trade Care Express Team	Missing Parts, Schedule Service, Warranty Claims	<a href="mailto:TradeCare_Express@whirlpool.com">TradeCare_Express@whirlpool.com</a>	800.952.2537 Opt 3	
Whirlpool Returns Team	Return of damaged or undamaged product	<a href="mailto:TradeCare_Express@whirlpool.com">TradeCare_Express@whirlpool.com</a>	800.952.2537 Opt 2, Opt 2	Please provide model # & serial # to file the return
Trade Customer Service Support Team	Warranty Service escalation	<a href="mailto:TradeCare_Express@whirlpool.com">TradeCare_Express@whirlpool.com</a>	800.321.7613 Opt 5	Please see details in section 5 for information required by this team to assist.
Whirlpool Warranty Team	File a Warranty Claim	<a href="mailto:TradeCare_Express@whirlpool.com">TradeCare_Express@whirlpool.com</a>	800.253.1301	Please provide model # & serial # to file a claim
Warranty Escalation	Service Issue is not resolved by Trade Customer Service Support Team	<a href="mailto:Whirlpool@saleslinkco.com">Whirlpool@saleslinkco.com</a>		Please provide information listed on Section 5 and any correspondence with the warranty team

## Question

## Answer

How can I place my order?

[www.whirlpoolportal.com](http://www.whirlpoolportal.com)

How can I modify or cancel my order?

Contact the Whirlpool Order Management Team

How much does shipping cost?

Orders with 6+ major appliances receive prepaid shipping. Orders with less than 6 appliances will be charged a \$100 shipping fee per order.

The Whirlpool Portal can be used as an e-catalog, to place orders, track deliveries, and more!

You can **customize permissions** for individual users.

### Order Management

Place and manage all of your orders

### Check Price and Availability

Know what's in stock and at what price

### Inventory Available

Model specific Inventory Available Quantities

### Product Catalog

One stop shop for all product informatio

### New Ordering Functions

Quick Order & Uploading an Order

### Delivery Reporting

Order Status Report & Pending Deliveries Report

### Proof of Delivery

Proof of Delivery Document available in the Shipping Documents

### Help Page

Training Content

[www.whirlpoolportal.com](http://www.whirlpoolportal.com)



[CLICK HERE TO REGISTER](#)

## Question

## Answer

How can I track my delivery?

[www.whirlpoolportal.com](http://www.whirlpoolportal.com) (Pending Deliveries Report)

How can I cancel my delivery?

Once an item has shipped it cannot be cancelled. If refused, it will incur a restock fee.

What if my delivery does not arrive on the scheduled day?

Contact the Whirlpool Order Management Team

What if my delivery is missing items?

Contact the Whirlpool Order Management Team

All other delivery related issues:

Contact the Whirlpool Order Management Team

## DELIVERY GUIDELINES

- Prior to scheduled delivery, print the delivery details document: Log into [www.whirlpoolportal.com](http://www.whirlpoolportal.com) > Reports & Resources > Delivery Inquiry. Search deliveries for the desired time frame using the calendar
- If you are **short shipped** an appliance or **refuse an appliance** because it was damaged, ask driver to make a note of the missing or damaged appliance on their paperwork/electronic device. Make a copy of paperwork or take a picture of electronic device screen. And contact the Whirlpool Order Management Team

# 04 RETURNS (DAMAGED OR UNDAMAGED) claim policy & procedure

ALL DAMAGE CLAIMS MUST BE SUBMITTED WITHIN 60 DAYS OF DELIVERY TO YOUR LOCATION, NO EXCEPTIONS

WHIRLPOOL RETURNS TEAM 800.952.2537 Opt 2

## Question

## Answer

Can I return undamaged product?

Yes, within 60 days of delivery. Product must be returned in original factory carton. A \$100 restock fee per unit will be deducted from the product credit. A \$200 restock fee per unit for opened product.

Can I refuse product with visible damage?

Yes. The carrier will submit paperwork for a credit to be issued. Contact the Whirlpool Returns Team if a replacement is needed.

Can I return product with concealed damage?

Yes, within 60 days of delivery.

1. If no replacement is needed, file your return claim on the Whirlpool Portal (Return & Markdown Request)
2. If a replacement is needed, call the Whirlpool Returns Team to file your claim and request a replacement.

Can I receive partial credit to keep product with concealed damage?

Yes, within 60 days of delivery. File your claim on the Whirlpool Portal (Return & Markdown Request)

# 05 SERVICE, PARTS & WARRANTY claim policy & procedure



## Question

## Answer

Who do I contact about a missing or damaged cosmetic part?

Trade Care Express team.

How long is the product warranty?

Appliances have 1 year warranty

Where can I find warranty details?

[www.whirlpoolportal.com](http://www.whirlpoolportal.com) Use and Care Guide

What do I do if I have an appliance that is not functioning properly?

Contact the Whirlpool Warranty team (800.253.1301) and file a claim, with the below information:

1. Product Model # and Serial #
2. Contact Name & Number
3. Detailed description of the functional issue
4. Address of product location

They will schedule a service call to complete the repair.

What if the Warranty team is unable to resolve my issue?

Contact Trade Customer Service Support, 800.321.7613, opt 5. Be sure to provide all information above AND a description of the steps already taken with Warranty Team to resolve the issue.