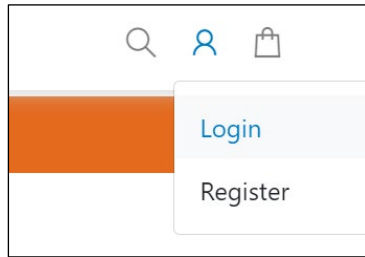


1. Click on the account Icon and select the Login option. Login using your email and password. It is the same email and password created when you placed your order.

A screenshot of the login page. The page has a dark blue header with the word 'LOGIN' in white. Below the header are two input fields: one for email and one for password. There is a checkbox labeled 'Remember me' and a link 'Lost your password?'. A large blue button labeled 'LOGIN' is at the bottom. Below the button, there is a link 'Create your account to Register'.

*Please note, due to privacy laws, we do not keep records of your password. If you forgot your password, please click on "Lost your password?".*

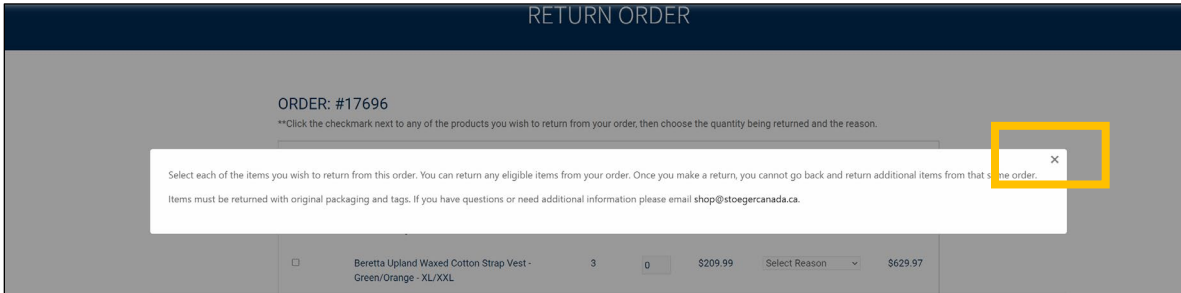
2. Select Orders on the left side to view previous purchases and then click on Return.

A screenshot of the 'ORDERS' page. The page has a dark blue header with the word 'ORDERS' in white. Below the header is a navigation menu with options: Dashboard, Orders, Addresses, Account details, Wishlists, and Logout. The 'Orders' option is highlighted with a yellow box. To the right of the navigation menu is a text box: 'Merchandise may be returned within 30 days of purchase for a refund issued to the original tender. Final sale or sanitary merchandise are not eligible for a refund, exchange or credit'. Below this is a table of orders. The table has columns: Order, Date, Status, Total, and Actions. The first row is for order #17696, dated August 6, 2021, with status 'Completed' and total '\$3,310.04 for 11 items'. The 'Actions' column for this row has two buttons: 'View' and 'Return'. The 'Return' button is highlighted with a yellow box. The second row is for order #17695, dated August 6, 2021, with status 'Processing' and total '\$254.14 for 10 items'. The 'Actions' column for this row has two buttons: 'View' and 'Return'. The 'Return' button is greyed out. Below the table is a note: '\*\*A greyed out return button means that your order is past the 30 day return period, not eligible for returns or has already had a return process initiated.'

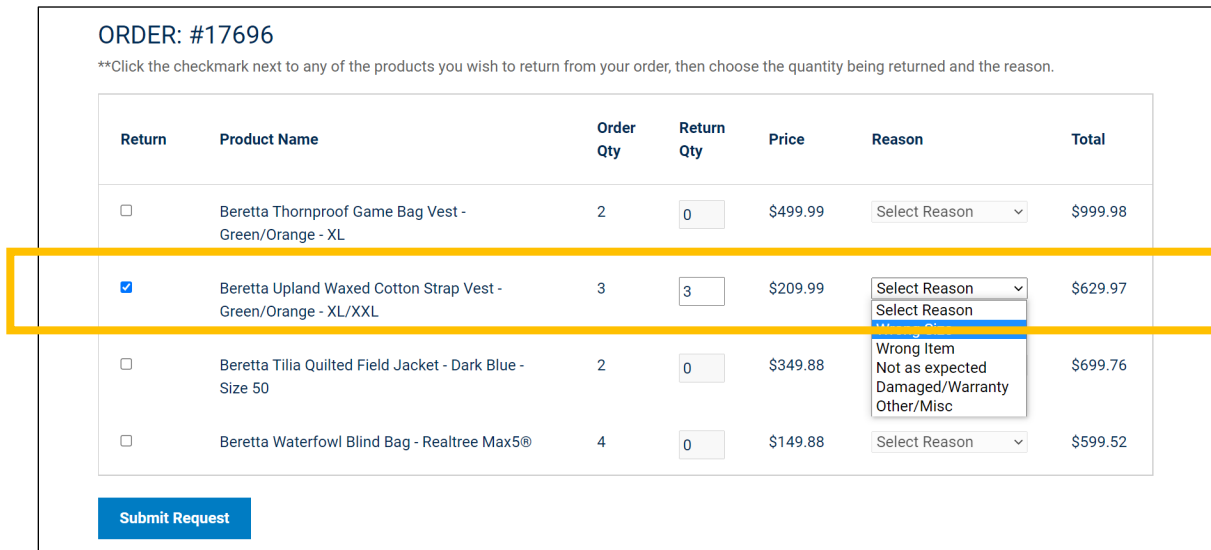
*The return button is greyed out if your order has passed our 30-day return policy. Note, once you make a return, you cannot go back and return additional items from the same order. If there is no RETURN button, it means your order is still processing. Once completed, the button will appear.*

*Please contact [shop@stoeqercanada.ca](mailto:shop@stoeqercanada.ca) for additional help.*

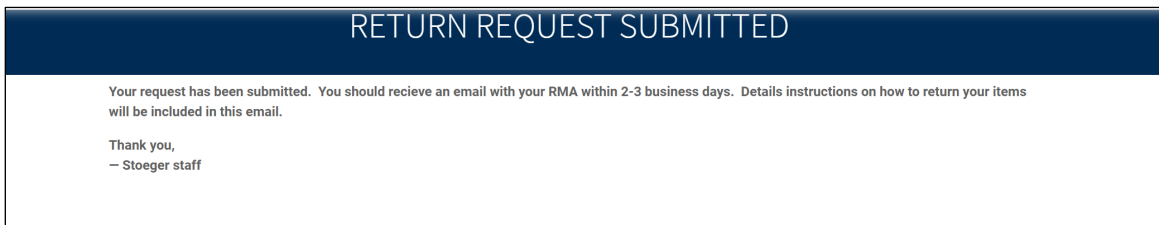
3. Please read the notice and exit the screen when finished.



4. Select the item you are returning, enter the quantity and select the reason for returning the item. If you have additional information or comments, please enter them in the comment field.



5. After your return is completed, submit your request and a confirmation email will be sent.



6. We will contact you within 1-3 business days with your Return Authorization Number. Write the RA number on your shipping box or on a piece of paper placed inside the box.