

CLIMATIC COMFORT PRODUCTS ESTORE USER GUIDE

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General

How To Login

1. Click the Sign In Icon at the top of your screen
2. Enter in your email and your password
 - Tip: Your username is your email address.
 - Tip: If you are having issues with your password please make sure that the caps lock button is off.
3. Click the button on the captcha.
4. Click login.
5. The Sign In Icon will now change to the My Account Icon.
6. You are now signed in

How To View Account Details

1. Click the My Account Icon at the top of your screen.
2. Click My Account
3. This will take you to your account dashboard

Shopping

How To Search For Products

1. Click the search bar.
2. Type in the item id, part of the item id or a description of the model
3. Hit enter on your keyboard or click the magnifying glass on your screen.
4. This will take you to the search results page.
5. Click on the model you were searching for.
6. This will take you to the product's detail page where you can see all the information for this model, check availability, check pricing and add this product to your cart

How To Add Items To The Cart

1. Click the search bar.
2. Type in the item id, part of the item id or a description of the model
3. Hit enter on your keyboard or click the magnifying glass on your screen.
4. This will take you to the search results page.
5. Click on the model you were searching for.
6. This will take you to the product's detail page where you can see all the information for this model, check availability, check pricing and add this product to your cart

How To Edit The Cart

1. Click the My Cart button at the top of the page.
2. Click the Pencil icon to change the quantity of the product in your cart.
3. Click the trash can icon to delete a model from your cart.
4. You can also click the view and edit cart button to take you to your cart page.
5. Click the Pencil icon to change the quantity of the product in your cart.
6. Click the trash can icon to delete a model from your cart.
7. Click the continue shopping button to add more product to your cart.
8. Click the clear shopping cart button to empty your cart.
9. Click the update shopping cart button to save any changes you have made to your cart.
10. Click Proceed to Checkout to go to the checkout screen

How To Place An Order

1. Click the My Cart Button at the top of your screen
2. Click Proceed to Checkout
3. Click the Ship Here button by the address you want to ship to.
4. Click the shipping method you would like to use.
5. Click the Next Button
6. Choose your payment method.
7. Review the order.
8. Once you have review the order click the Place Order Button.
9. You will receive a confirmation email for your order.

How To View Orders

1. Click the My Account Button at the top of your screen
2. Click Account Orders
3. Here is where you can see all of your orders.

How To Reorder Previously Ordered Items

1. Go to your Account Dashboard
2. Scroll down to the recent orders part of the screen.
3. Find the order that you want to reorder.
4. Click the reorder button.
5. If you do not see the order you are looking for click the view all button to see all of your orders.
6. Find the order that you want to reorder.
7. Click the reorder button.

How To View Shipment Status

1. Click the My Account Button at the top of your screen.
2. Scroll down to Account Shipments
3. Find the order that you looking for.
4. Look at the Delivery Method section to see if it has shipped or not.

Returns

What Information You Need To Start A Return

Required Information:

- Order Number
- Item Number
- The number of units you want to return.
- Images of the damaged product.
- Details about why you are returning the product

Optional Information:

- Return Number
- Case Management Number
- Your Customer ID
- Order Number
- Invoice Number
- Shipment Number
- Serial Number

How To Request A Return

1. Click the My Account Button at the top of your screen
2. Click My Returns.
3. Click the New Return button
4. Type your Order Number into the Customer Ref test field
5. Click the create button.
6. You can also search for a return if you have one of the following things:
 - Return Number
 - Case Management Number
 - Your Customer ID
7. Select One of these options from the dropbox under Find By
8. Type the number into the Select Value Text Field
9. Click the find button.
10. Click the checkbox next to the order you want to return.
11. Click Add to Return
12. Type an Item Id into the SKU text field.
13. Type the number of units you want to return into the QTY text field.

14. Click add product.
15. You can also search for a model if you have one of the following:
 - Order Number
 - Invoice Number
 - Shipment Number
 - Serial Number
16. Type the number into the search value text field.
17. Click the search button
18. Click the checkbox next to the order you want to return.
19. Click Add to Return
20. Click the dropbox below return code.
21. Select the return code that matches your return reason.
22. In the notes section type a brief summary of why you are returning the product
 - Tip: You must include a brief summary so that we can process your claim
23. Click the continue button.
24. Click the Add button to search for images of the damaged product
 - Tip: You must include images of the damaged product so that we can process your claim
25. Type your reason for returning the product in as much detail as you can
 - Tip: You must include a detailed summary so that we can process your claim
26. Click the continue button.
27. Review all of the information you entered about your return
28. Once you have reviewed, click the confirm button to submit your return.
29. You will receive a confirmation email and a member of our claims team will reach out to you regarding your claim.

How To Check The Status Of A Return

1. Click the My Account Button at the top of your screen
2. Click My Returns
3. Find the return you would like to check the status of.
4. The Returns Status column will show the status of your return

Invoices

How To View Or Print An Invoice

1. Click the My Account Button at the top of your screen
2. Click Account Invoices
3. Find the invoice you want to view.
4. Click the invoice number.
5. The invoice will open and you can view it.
6. You can click the printer icon to print the invoice from this screen.
7. You can also print the invoice from the Account invoices screen.
8. Find the invoice you want to print.
9. Click the printer icon.
10. You can also email the order to yourself.
11. Click the Envelope Button
12. Your email will automatically populate in the to field.
13. If you want to send it to another email delete your email and then type in the email you would like to send it to.
14. Type in an email you would like to cc or bcc in the appropriate text fields.
15. This is an optional step
16. The subject and message populate automatically.
17. If you want to change either of these delete what is currently in that field and then type what you want to say in the text field
18. Click Send email

Managing Lists

How To Create And Save A List

1. Click the My Account Button at the top of your screen
2. Click Manage Lists
3. Click the Add New List Button
4. Type the list name into the Title text box
5. Click the dropdown box and select what kind of list you would like to create
6. Reference Code is an internal code. You can use this to reference a job number or P.O Number. This can also be the same as the title.
7. Click the is active checkbox.
8. Type in a start date and end date if applicable.
9. Click the default checkbox to add the list to your account.
10. Click the Quick Order Pad checkbox to add this list to the Quick Order Pad Screen
11. Click the Products tab.
12. Click the dropbox under select
13. Click any
14. Type the item Id or part of the item id into the SKU text field
15. Click search
16. Click the check box next to the model you want to add to the list
17. Type how many you want in the QTY text field.
18. Click the update list button.
19. Repeat steps 14 – 18 to add all models to your list.
20. Reset the filter to clear the search results.
21. Click update list to save your list.

How To Add To Favorites

1. Click the search bar.
2. Type in the item id, part of the item id or a description of the model
3. Hit enter on your keyboard or click the magnifying glass on your screen.
4. This will take you to the search results page.
5. Click the star next to the model you want to favorite
6. This will add the model to your favorites list
7. You can also add this product to your favorites from the product detail page.
8. On this page click the Add To Favorites button.
9. This will add the model to your favorites list

10. You can view your favorites list by clicking favorites at the top of your screen.