

# How it works

Place an order for ANY product from ANY vendor via our online Order Form

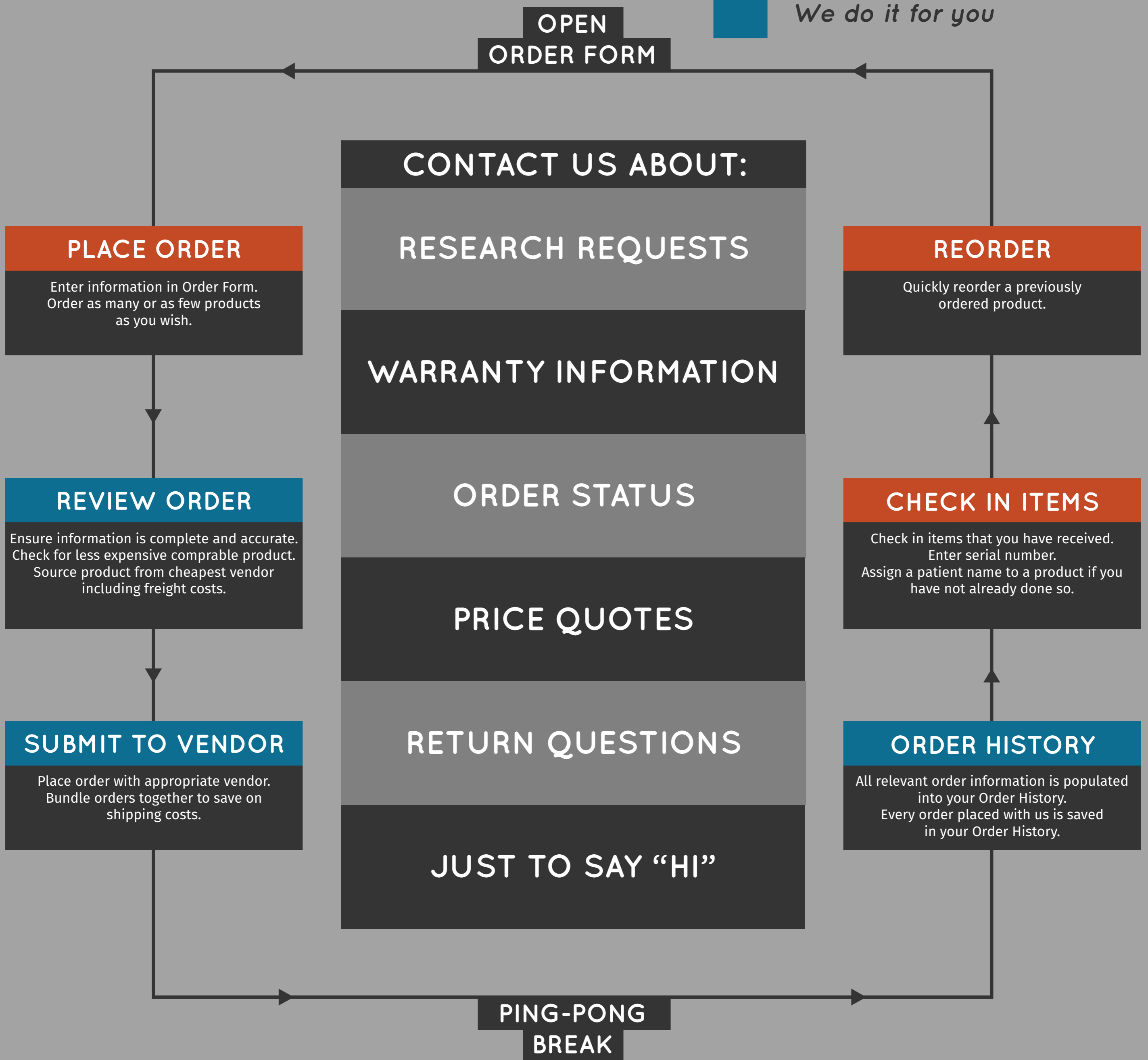
## EMPIRE ORDERING GUIDE



You do it



We do it for you



## WE MAKE THE RETURNS PROCESS SUPER SIMPLE

### 1 ORDER HISTORY

Find the items in your Order History.

### 2 REQUEST RETURN

Click "Request Return."

### 3 REASON FOR RETURN

Enter reason for the return.

### RETURN NUMBER 4

We obtain an Return Authorization and create a shipping label to return the product.

### RECEIVE CREDIT 5

We receive credit from Vendor and subsequently issue you credit.

### CHANGE STATUS 6

The status of the order is changed to Credited.