



Replacements Guide

If you would like to replace an item instead of refunding the customer, you can use the replacement functionality by clicking **Replace Order Products**.

Items Ordered						
Description	HS Code	Country Of Origin	Weight	Units	Sale Price	Total Value
1RG0001 Scuba 03 - Tom Tom Golfer GPS Watch --Of man-made fibres	610520	United Kingdom	0.24 kg	1	€ 30.95	€ 30.95
1257934 Poison 327 - Under Armour Golf UA Range Webbing Belt 1257934 --Of man-made fibres	610520	United Kingdom	0.14 kg	1	€ 51.95	€ 51.95

Replace Order Products



This button will only appear once the order is dispatched to the customer and is in one of the following statuses: **Dispatched to Customer** or **Delivered to Customer**

1. After clicking **Replace Order Products** you can choose the items that will be replaced by clicking on the checkbox next to the relevant item. Multiple items can be selected

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Cancel ReplacementCreate Replacement

2. Choose the items to be replaced and click **Create Replacement** to create the new replacement order. If you want to cancel the operation, click **Cancel Replacement**

3. In order to complete the new replacement order, your website will open and you will be redirected to the exact URL of the item you want to replace. If the original product's URL is no longer valid, the main website URL will open and you will need to search for the item you want to provide as a replacement:



Tom Tom Golfer GPS Watch
Scuba/Sky Captain Blue

₹568.00 In Stock

Quantity Add to Cart

★ Reviews Contact Us

Details

Know every inch of the golf course with this stylish GPS golf watch from Tom Tom. The ultra-slim and lightweight design features one-button control for easy menu navigation. Preloaded with course data from 34,000 international courses, the device offers precise yardages to the front, center and back of green, unique green and hazard close-up before you play your shot and distances to individual hazards along the fairway. The watch features a large display and easy to see, real-time course info. It can keep track of the score, distance, and time for your round and update itself when necessary if paired wirelessly with your smartphone. Display size - 22x25mm. Thickness - 11.5 mm. Weight - 53 grams. Languages - English / Spanish / German / French / Italian. Location technology - GPS + GLONASS. Battery life - Up to 10 hours (GPS Mode). Waterproofing - 50m/165 feet (5 ATM). Complete with Desk Dock USB charger and user guide.

4. Add the items you wish to send as a replacement to the cart. Make sure to select the relevant product attributes with their exact specifications (size, colour etc.). You can add more than one item to the replacement order.

Shopping Cart

Product	Price	Quantity	Subtotal
 Tom Tom Golfer GPS Watch ✕ Remove	₹568.00	1	₹568.00

Update Cart Clear Cart

Subtotal ₹568.00

Voucher Code Apply Proceed to Checkout

5. Go to the checkout page to complete the replacement order. You will see a similar checkout page as your customers see with a few changes:
- Customer's billing and address details will be prefilled according to the details of the original order. You can change these details if required
 - You will not be required to enter any payment information
 - The pay/submit button will be replaced with **Place Replacement Order**

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Order Summary		Quantity	Price	Total
	Tom Tom Golfer GPS Watch	1	₪ 568.00	₪ 568.00
				Items total ₪ 568.00

Billing Address		Delivery Address	
First Name *	Julian	☐ Default (same as billing address)	
Last Name *	Bot	☒ Add an alternative delivery address	
Email *	Julian.bot@gmail.com	First Name *	Julian
Country *	Spain	Last Name *	Bot
Address Line 1 *	Avenida de Canillejas a	Country *	Spain
Address Line 2	Vicalvaro 82 piso 4	Address Line 1 *	Avenida de Canillejas a
City / Suburb *	Madrid	Address Line 2	Vicalvaro 82 piso 4
Zip / Postcode *	28022	City / Suburb *	Madrid
Phone *	0000000000	Zip / Postcode	28022
		Phone *	0000000000

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Shipping Method *		
☐	₪ 18.59	Standard Courier 5 to 6 business days
☒	₪ 56.14	Express Courier (Air) Up to 3 business days

Place Replacement Order

6. In order to complete the replacement order:
 - a. Check the personal details of the customer and change them if required
 - b. Choose the shipping method that will be used to send the replacement order (it can be different to that which was used for the original order)
 - c. Choose to prepay duties and taxes when applicable. Please note: If D&T are required and not prepaid, the customer may be asked to pay them to the shipper
 - d. Click **Place Replacement Order** to create the replacement order
7. The order confirmation page will open to confirm the creation of the replacement order. At this stage the customer will receive an email notifying him that his replacement order was created.



The order will be added to your e-commerce platform as a new order, but indicating that it is a replacement order and not a regular order. If you don't want to include replacement orders in your current e-commerce platform sales reports, some modifications may be required by your system integrator.

8. Click **Back to order in admin** to return to the original order in the Global-e admin.

Order Confirmation

Order number: GE95866362GB
Order Date: 22/07/2018
Delivery method: Express Courier (Air)

Back to order in admin

Order Summary	Quantity	Price	Total
 Tom Tom Golfer GPS Watch Scuba/Sky Captain Blue - Blue	1	≈ 568.00	≈ 568.00

Delivery Information

Billing Address
Julian Bot
Avenida de Canillejas a
Vicalvaro 82 piso 4
Madrid 28022
undefined, Spain
Phone: 0000000000

Delivery Address
Julian Bot
Avenida de Canillejas a
Vicalvaro 82 piso 4
Madrid 28022
undefined, Spain
Phone: 0000000000
Express Courier (Air) ≈ 56.14
Up to 3 business days

Payment Method
CouponPayment

Billing Summary

Items total≈ 568.00
Shipping≈ 56.14
Total For Your Order≈ 624.14

9. The items that were replaced will be flagged on the original order, and will also link to the replacement order for this item

Items Ordered							
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Replace Order Products							

10. The new replacement order will be flagged as a replacement order

Order Details for Order **GE95866362GB** 

11. If you wish to cancel the replacement, go back to the original order in the Global-e admin and click on **Cancel Replacement**.

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Cancel Replacement							



Note: If a replacement order is already in process and it was not completed (or cancelled) you will not be able to create any additional replacements. You will be able to see which order is currently in a replacement process.