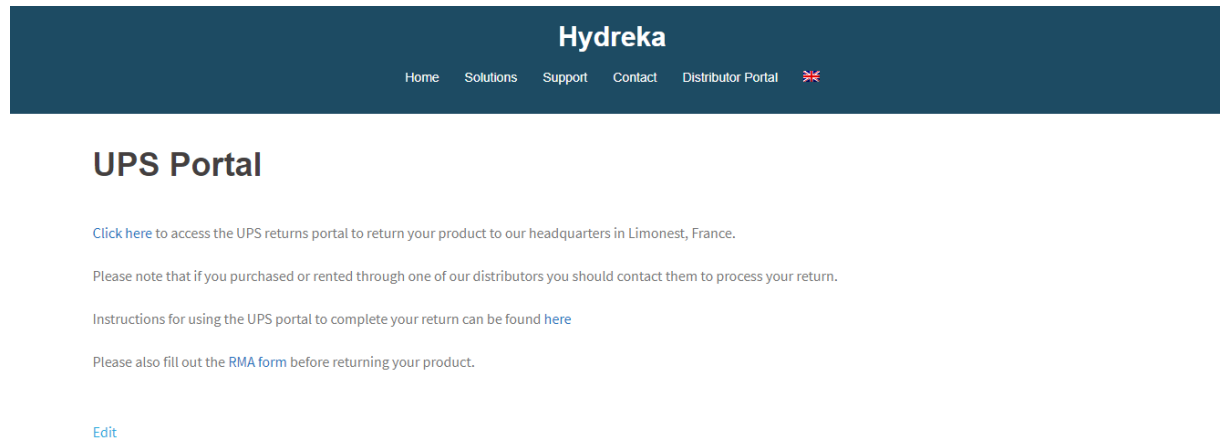


Instructions for using the UPS portal for returns

1. Go to our website, www.hydreka.com
2. Hover over « Services » and click on « UPS Portal »



The screenshot shows the Hydreka website header with navigation links: Home, Solutions, Support, Contact, Distributor Portal, and a flag icon. Below the header is the 'UPS Portal' section. It contains the following text:

UPS Portal

[Click here](#) to access the UPS returns portal to return your product to our headquarters in Limonest, France.

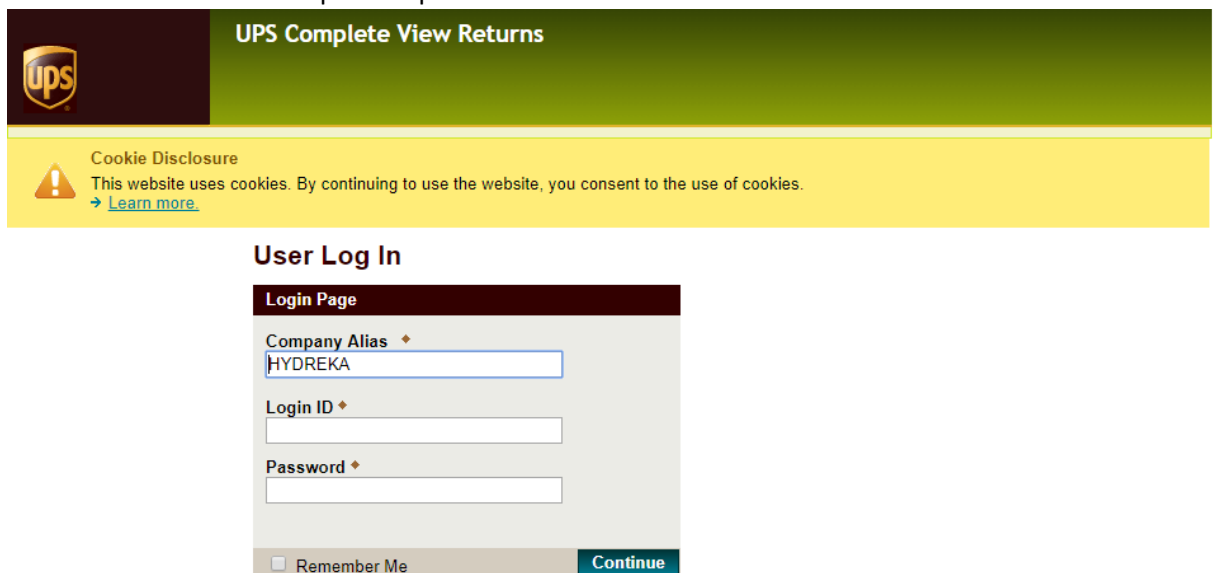
Please note that if you purchased or rented through one of our distributors you should contact them to process your return.

Instructions for using the UPS portal to complete your return can be found [here](#)

Please also fill out the [RMA form](#) before returning your product.

[Edit](#)


3. Click on « Click here » to open the portal





The screenshot shows the 'UPS Complete View Returns' portal. It features the UPS logo and a 'Cookie Disclosure' banner. Below the banner is the 'User Log In' section with the following form:

User Log In

Login Page

Company Alias 
HYDREKA

Login ID 

Password 

Remember Me

4. Please contact us at EMAIL OR PHONE for the login details

*Note : this platform allows only for the return of packages. To return a palette, smoke generator or multi-bottle refrigerated sampler, please contact us directly to arrange the return

5. Once signed in, you will see this page. Please fill in the following details :
 - a. Address from which the package will be shipped
 - b. Weight of the package
 - c. Mark if the return is for rental or service
 - i. Add the reference number (N° du BP) if returning rented items

- d. Click « Add » if you have more than one package to return and enter the weight of each additional package
 - e. Click « Process Shipment » to complete
6. Once submitted the label for the shipment will appear, please print it before moving on to planning the shipment
 - a. Affix the label to the package, and mark it with your RMA number before sending
7. Click on « Plan your Shipment » to access the next screen
 - a. Enter your desired pickup date
 - b. Enter the desired pickup time range
 - c. Enter contact name and phone number
8. Click « Submit » to complete