

Return Instruction Sheet

Pre-requisite:

- A customer's order needs to be posted prior to being able to request a return from store.calchamber.com
- Posted invoice needs to be within 10 days since initially posted

Customer Steps to Request:

1. Go to store.calchamber.com
2. Click on 'Account' option on the top right panel and then click on 'Log in' in the dropdown



3. Click on 'Invoices' to view all order invoices

Account -Customer info

If you need to [return an order](#), please call **800-331-8877** or email customer.service@calchamber.com where any of our Account Managers will be happy to assist you.

A screenshot of the 'Account -Customer info' page. On the left is a sidebar with navigation links: 'CUSTOMER INFO', 'MEMBERSHIP', 'OPEN ORDERS', 'INVOICES', 'RETURN REQUESTS', and 'CHANGE PASSWORD'. The 'INVOICES' link is circled in red. The main content area is divided into two sections: 'CUSTOMER INFO' and 'CONTACT'.

CUSTOMER INFO	Company name:
Customer ID: 820067	California Chamber of Commerce
CONTACT	Last name:
First name: Judy	Larson
Email:	Phone:

4. Click on 'Return item(s)' link beside the appropriate invoice

Show 20 entries Previous 1 2 3 4 5 ... 93 Next

Invoice Number	Order Number	Po Number	Order status	Order Date	Order Total	Print Invoice	Print Packing List	RMA
11843358	SO1875725		Not Paid	10/15/2025	\$263.98	PRINT INVOICE	PRINT PACKING LIST	Return Item(s)
11843313	SO1875646		Not Paid	09/26/2025	\$66.70	PRINT INVOICE	PRINT PACKING LIST	Return Item(s)
11843312	SO1875643		Not Paid	09/26/2025	\$477.24	PRINT INVOICE	PRINT PACKING LIST	Return Item(s)
11843112	SO1857750		Not Paid	08/31/2025	\$57.34	PRINT INVOICE	PRINT PACKING LIST	Return Item(s)
11843111	SO1857749		Not Paid	08/31/2025	\$57.34	PRINT INVOICE	PRINT PACKING LIST	Return Item(s)
11843110	SO1857748		Not Paid	08/31/2025	\$52.72	PRINT INVOICE	PRINT PACKING LIST	Return Item(s)
11843085	SO1857734		Not Paid	08/28/2025	\$27.19	PRINT INVOICE	PRINT PACKING LIST	Return Item(s)
11843084	SO1857733		Not Paid	08/28/2025	\$27.19	PRINT INVOICE	PRINT PACKING LIST	Return Item(s)
11843071	SO1857725		Not Paid	08/26/2025	\$52.72	PRINT INVOICE	PRINT PACKING LIST	Return Item(s)
11843020	SO1857707		Not Paid	08/22/2025	\$57.34	PRINT INVOICE	PRINT PACKING LIST	Return Item(s)
11843019	SO1857706		Not Paid	08/22/2025	\$57.34	PRINT INVOICE	PRINT PACKING LIST	Return Item(s)
11843006	SO1857702		Not Paid	08/21/2025	\$37.39	PRINT INVOICE	PRINT PACKING LIST	Return Item(s)
11843005	SO1857702		Not Paid	08/21/2025	\$57.34	PRINT INVOICE	PRINT PACKING LIST	Return Item(s)
11842997	SO1857697		Not Paid	08/19/2025	\$52.56	PRINT INVOICE	PRINT PACKING LIST	Return Item(s)

5. Click on 'Qty to return' drop down and choose the quantity for each single shippable item being returned

Administration Our Sites

CalChamber Store Search store Account Cart

MENU DON'T KNOW WHAT YOU NEED?

Return item(s) from order #11887950

Back to List

Which items do you want to return?

#	Product	SKU	Unit price	Qty. to return
1	CA Labor Law Poster - Paper (English)	PSE	\$29.49	0

Please Select Required Quantity To Return.

Why are you returning these items?

Return reason:

Comments:

6. Click on 'Return reason' drop down and choose the reason for the return

Why are you returning these items?

Return reason: *

Select

Select

Did Not Want

Duplicate Order

Wrong Product Ordered

Wrong Product Received

SUBMIT RETURN REQUEST

7. Enter a detailed comment:
- Why are they returning?
 - Any damage to the product?
 - Other details if necessary
 - **Note:** there is a 130 character limit.

Return item(s) from order #11887950

[Back to List](#)

Which items do you want to return?

#	Product	SKU	Unit price	Qty. to return
1	CA Labor Law Poster - Paper (English)	PSE	\$29.49	1

Why are you returning these items?

Return reason: *

Wrong Product Ordered

Comments: *

SUBMIT RETURN REQUEST

8. Click on 'Submit return request' to finish the return from store

SUBMIT RETURN REQUEST

9. The system will display their return order number

- Customer needs to print this page or take note of the displayed 'RO' number to write on their return package

The screenshot shows the top navigation bar of the CalChamber Store website. It includes the logo, a search bar, and links for Account and Cart. Below the navigation bar, there is a 'MENU' link and a 'DON'T KNOW WHAT YOU NEED?' button. The main content area displays the title 'Return item(s) from order #11887950' and a success message: 'Your return request has been submitted successfully. 11887950 (RO39878) Success'. The number 'RO39878' is highlighted with a red box.

Return item(s) from order #11887950

[Back to List](#)

Your return request has been submitted successfully. 11887950 **(RO39878)** Success