



USER GUIDE

RMA & Damage Claims

The myDVG Customer Portal gives you a fast, self-service way to submit return requests and damage claims for your orders — all in one place. This guide walks you through both workflows so you can get your requests in quickly and accurately.

This guide is for customers who have an active myDVG account and need to return an item or report freight damage on a received order.

GETTING STARTED

Before you submit a return or damage claim, make sure you have the following ready:

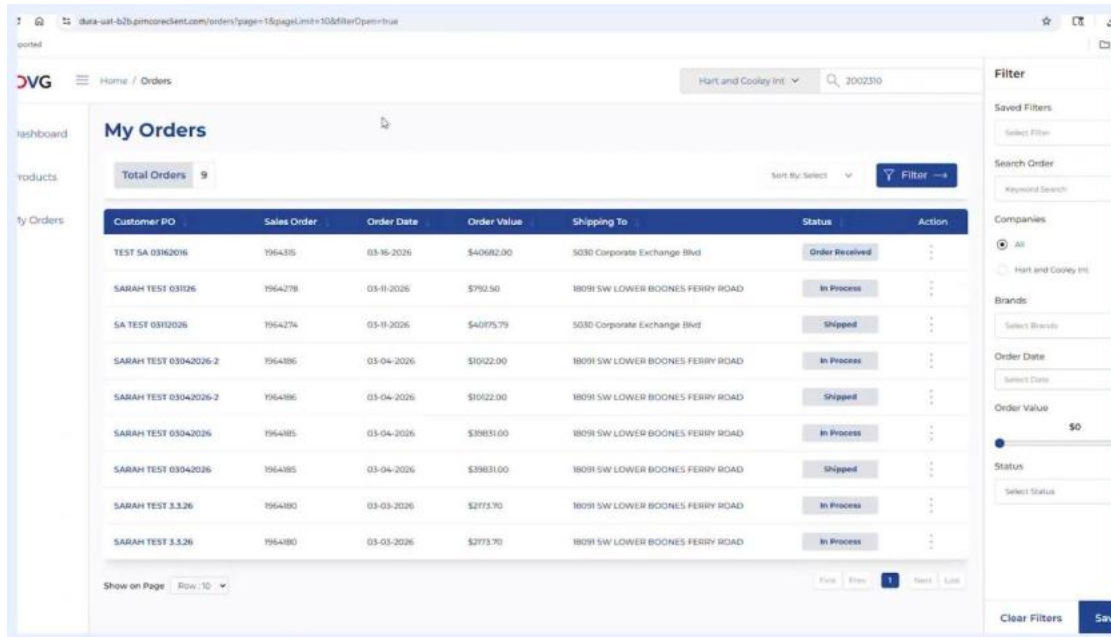
- Your myDVG Customer Portal login credentials
- The order number or purchase order number for the affected order
- For damage claims: photos of the damaged freight, the signed bill of lading (BOL), and the shipment tracking ID

To log in, navigate to the myDVG Customer Portal login page and enter your credentials. Once you're signed in, you'll land on your dashboard and you're ready to begin.

FINDING YOUR ORDER

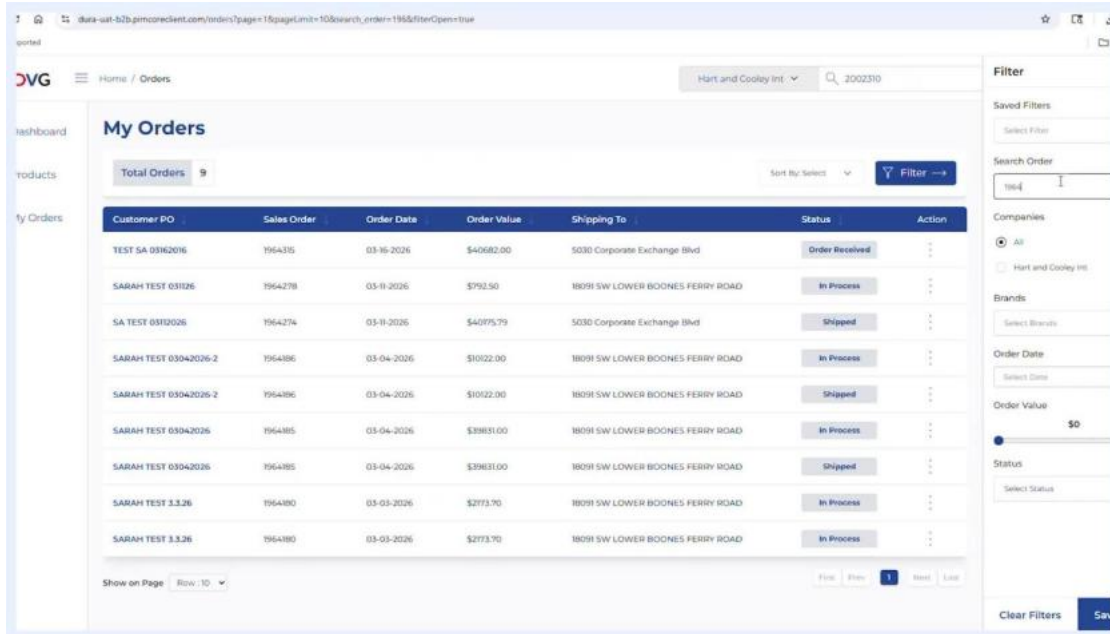
All return and damage claim workflows begin the same way — by locating the right order.

Step 1: From your dashboard, click **My Orders** in the left sidebar, or select a recent order from the dashboard overview. A list of all your orders appears.



Customer PO	Sales Order	Order Date	Order Value	Shipping To	Status	Action
TEST SA 03162016	196435	03-16-2026	\$40682.00	5030 Corporate Exchange Blvd	Order Received	
SARAH TEST 031126	1964798	03-11-2026	\$792.50	18091 SW LOWER BOONES FERRY ROAD	In Process	
SA TEST 03102026	1964274	03-11-2026	\$40975.79	5030 Corporate Exchange Blvd	Shipped	
SARAH TEST 03042026-2	1964895	03-04-2026	\$10122.00	18091 SW LOWER BOONES FERRY ROAD	In Process	
SARAH TEST 03042026-2	1964895	03-04-2026	\$10122.00	18091 SW LOWER BOONES FERRY ROAD	Shipped	
SARAH TEST 03042026	1964895	03-04-2026	\$39831.00	18091 SW LOWER BOONES FERRY ROAD	In Process	
SARAH TEST 03042026	1964895	03-04-2026	\$39831.00	18091 SW LOWER BOONES FERRY ROAD	Shipped	
SARAH TEST 3.3.26	1964890	03-03-2026	\$2773.70	18091 SW LOWER BOONES FERRY ROAD	In Process	
SARAH TEST 3.3.26	1964890	03-03-2026	\$2773.70	18091 SW LOWER BOONES FERRY ROAD	In Process	

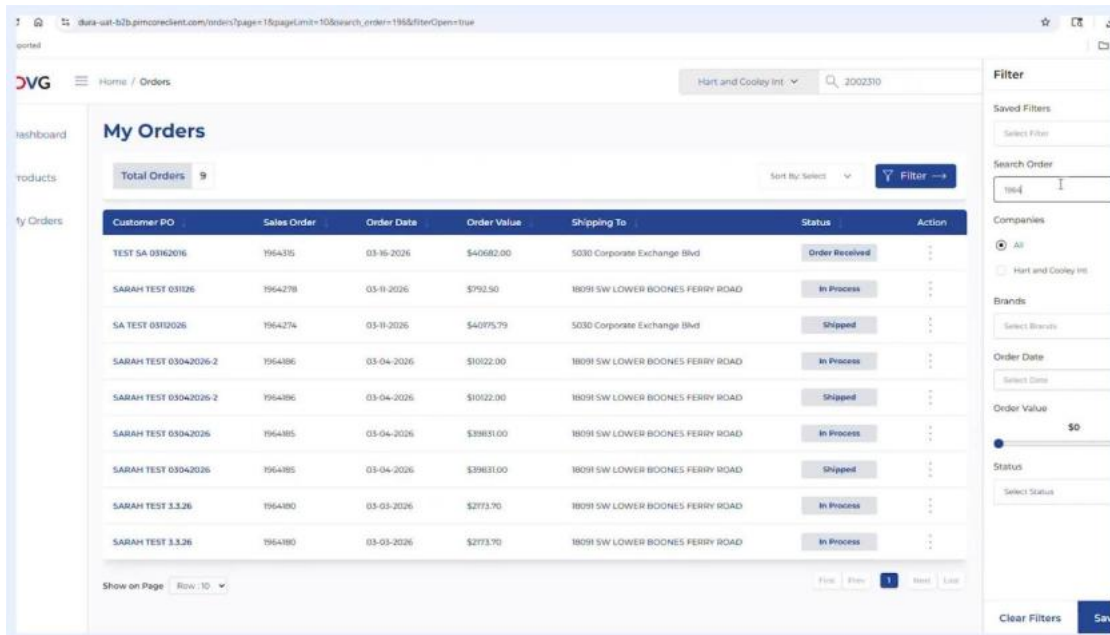
Step 2: Use the filter options on the right to search by order number or purchase order number. Enter the relevant number in the **Search Order** field, then click the order to open its details.



The screenshot shows the 'My Orders' page in the myDVG system. The main table lists orders with columns: Customer PO, Sales Order, Order Date, Order Value, Shipping To, Status, and Action. The table contains 9 orders. The right sidebar has a 'Filter' section with 'Search Order' set to '1964'. Other filter options include Companies, Brands, Order Date, Order Value, and Status.

Customer PO	Sales Order	Order Date	Order Value	Shipping To	Status	Action
TEST SA 03162016	1964315	03-16-2026	\$40682.00	5030 Corporate Exchange Blvd	Order Received	
SARAH TEST 031026	1964278	03-10-2026	\$792.50	18091 SW LOWER BOONES FERRY ROAD	In Process	
SA TEST 03102026	1964274	03-10-2026	\$40795.79	5030 Corporate Exchange Blvd	Shipped	
SARAH TEST 03042026-2	1964886	03-04-2026	\$10122.00	18091 SW LOWER BOONES FERRY ROAD	In Process	
SARAH TEST 03042026-2	1964886	03-04-2026	\$10122.00	18091 SW LOWER BOONES FERRY ROAD	Shipped	
SARAH TEST 03042026	1964885	03-04-2026	\$39831.00	18091 SW LOWER BOONES FERRY ROAD	In Process	
SARAH TEST 03042026	1964885	03-04-2026	\$39831.00	18091 SW LOWER BOONES FERRY ROAD	Shipped	
SARAH TEST 3.3.26	1964880	03-03-2026	\$2773.70	18091 SW LOWER BOONES FERRY ROAD	In Process	
SARAH TEST 3.3.26	1964880	03-03-2026	\$2773.70	18091 SW LOWER BOONES FERRY ROAD	In Process	

Step 3: In the order details, review the **Line Items** section. Check the box next to the item you want to return or claim as damaged, then choose either **Return** or **Damage Claim** from the options displayed.



This is an identical screenshot of the 'My Orders' page as shown above, displaying the same list of orders and filter sidebar.

SUBMITTING A RETURN REQUEST

Step 1: With the line item selected, click **Return**. A **Return Line Item** dialog appears.

Step 2: Confirm the item and set the **Return Quantity**. Then select a **Return Reason** from the dropdown:

- Standard
- Wrong Item
- Wrong Quantity
- Quality Issue

Order Summary for Order 1964786:

Line Item	Quantity	Order Date	Order Value	Tracking Id	Status
SM RC-2A STRAIGHT SIDED ROOF CURB - 1P (Part Number: 3201)	5	2026-03-11	\$792.90	5053306137	Shipped
	24	2026-03-11	\$3804.00	5053306137	Shipped
	21	2026-03-11	\$3328.50	5053306137	Shipped
M K 20X30 CR W (Part Number: 320228)	20	2026-03-11	\$2197.00	399485429755	Shipped

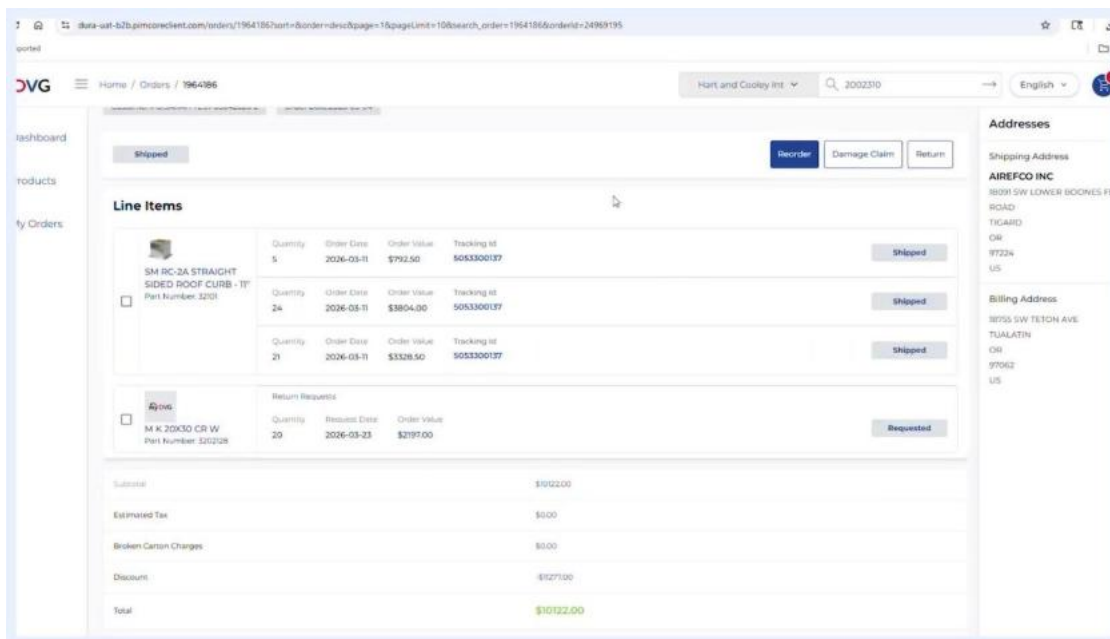
Subtotal: \$10422.00
Estimated Tax: \$0.00
Broken Carton Charges: \$0.00
Discount: -\$1277.00

Selected Items: 1

Return Reason: [Dropdown]

Buttons: Return, Damage Claim, Packing Slip, Invoice

Step 3: In the **Note** field, enter a brief explanation for the return (for example, "My customer changed their mind.").



The screenshot displays the myDVG portal interface for order 1964386. The order is currently in a 'Shipped' status, with buttons for 'Reorder', 'Damage Claim', and 'Return' available. The 'Line Items' section lists three items, all of which are marked as 'Shipped'.

Item	Quantity	Order Date	Order Value	Tracking Id	Status
SM-PC-3A STRAIGHT SIDED ROOF CURB - 11" (Part Number: 3203)	5	2026-03-11	\$792.50	5053300137	Shipped
	24	2026-03-11	\$3804.00	5053300137	Shipped
	21	2026-03-11	\$3328.50	5053300137	Shipped
M-K 20X30 CR W (Part Number: 32028)	20	2026-03-23	\$2197.00		Requested

The summary section at the bottom shows the following totals:

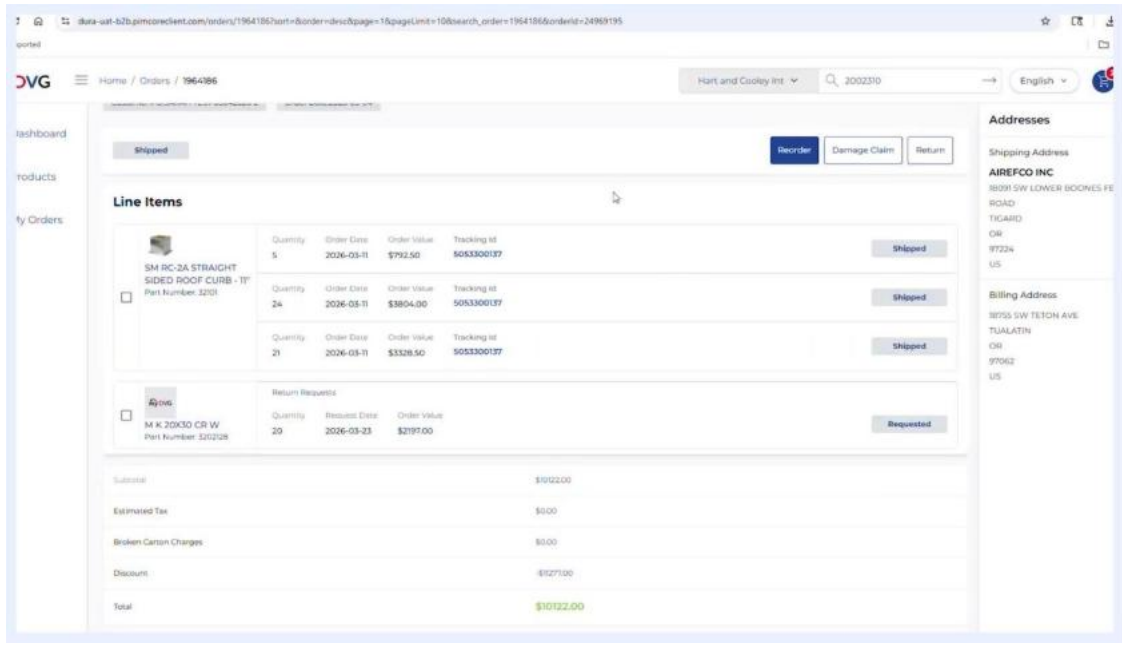
Category	Amount
Subtotal	\$10122.00
Estimated Tax	\$0.00
Broken Carton Charges	\$0.00
Discount	\$127.00
Total	\$10122.00

On the right side, the 'Addresses' section lists the shipping and billing addresses for AIREFCO INC.

Shipping Address:
 AIREFCO INC
 8501 SW LOWER BOONES FERRY ROAD
 TIGARD, OR 97224, US

Billing Address:
 8505 SW TETON AVE
 TUALATIN, OR 97062, US

Step 4: Click **Submit Return Request**. A confirmation message appears: *"Your return request has been submitted. You will be notified once it is reviewed."*



Line Item	Quantity	Order Date	Order Value	Tracking Id	Status
SM RC-3A STRAIGHT SIDED ROOF CURB - 11"	5	2026-03-11	\$792.50	5053300137	Shipped
SM RC-3A STRAIGHT SIDED ROOF CURB - 11"	24	2026-03-11	\$3804.00	5053300137	Shipped
SM RC-3A STRAIGHT SIDED ROOF CURB - 11"	21	2026-03-11	\$3328.50	5053300137	Shipped
M K 20K30 CR W	20	2026-03-23	\$2197.00		Requested

Category	Value
Subtotal	\$10122.00
Estimated Tax	\$0.00
Broken Carton Charges	\$0.00
Discount	\$1271.00
Total	\$10122.00

From here, click **Back to Orders** or **View Order Summary** as needed.



Note: After submission, a member of the customer experience team will contact you with RMA paperwork or a reason for denial.

SUBMITTING A DAMAGE CLAIM

Step 1: From the order details, select the damaged line item and click **Damage Claim**. The **Damage Claim** dialog opens.

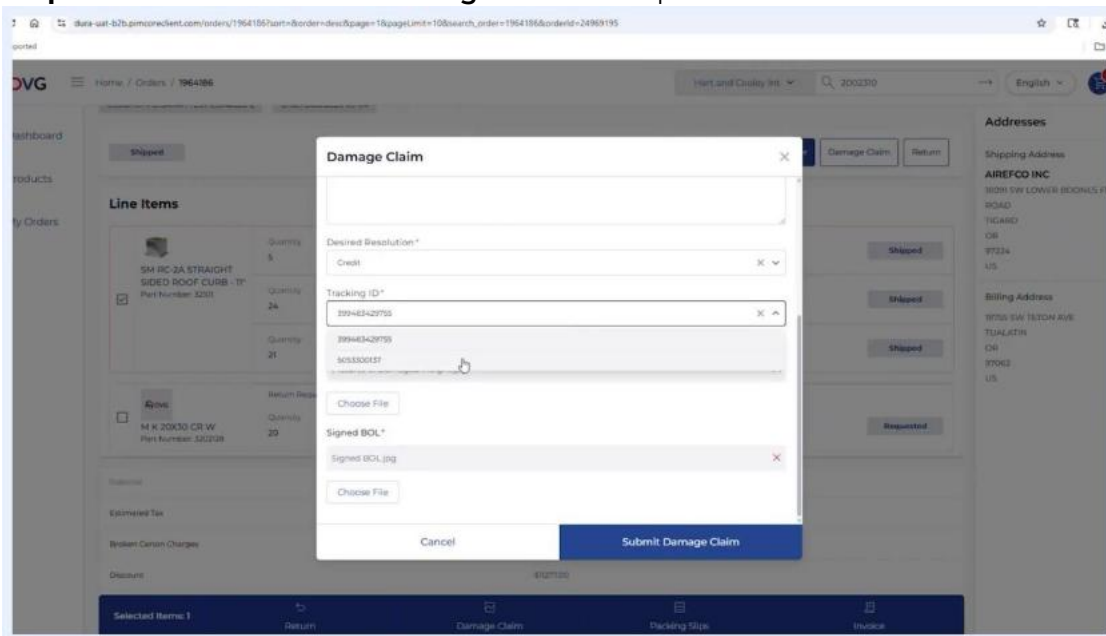
Step 2: Fill in the required fields:

- **Qty Received** — the total quantity you received
- **Qty Damaged** — the number of damaged units
- **Issue/Problem Description** — describe the damage (for example, "Freight carrier damage.")

Step 3: Select your **Desired Resolution**:

- **Credit & Reshipment** — to replace the damaged items
- **Credit** — if you do not need the items reshipped

Step 4: Enter or select the **Tracking ID** for the shipment.



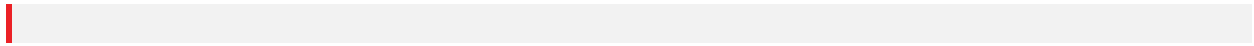
Step 5: Upload the required documentation:

- **Photos** — pictures of the damaged freight
- **Signed BOL** — signed bill of lading noting the damage

Step 6: Click **Submit Damage Claim** to send your claim for processing.

Tip: If you selected the wrong tracking number, choose the correct one from the dropdown and resubmit the claim.

Note: After submission, the customer experience team will reach out regarding credit issuance or any further steps required.



ADVANCED FEATURES

Correcting a tracking ID before submission

If you notice you've selected the wrong tracking number before submitting, you can open the tracking ID dropdown and choose the correct shipment before clicking **Submit Damage Claim**. Always verify the tracking ID matches the shipment in question to avoid processing delays.

Settings & Configuration

The myDVG Customer Portal does not require additional configuration to use the return or damage claim features. Access is granted through your existing account credentials. If you are unable to see the **Return** or **Damage Claim** options on an order, contact your account administrator to verify your account permissions.

FAQ

Q: What happens after I submit a return request?

A member of the customer experience team will contact you with RMA (Return Merchandise Authorization) paperwork or with a reason if the return is denied.

Q: What happens after I submit a damage claim?

The customer experience team will reach out to you regarding credit issuance or any additional steps needed to resolve the claim.

Q: Can I return more than one line item at a time?

The source material covers selecting one line item at a time. For questions about bulk returns, contact your customer experience representative.

Q: What documentation do I need for a damage claim?

You need photos of the damaged freight and a signed bill of lading (BOL) that indicates the damage. You will also need the shipment tracking ID.

Q: What if I chose the wrong tracking ID on my damage claim?

Select the correct tracking number from the dropdown and resubmit the claim before finalizing.