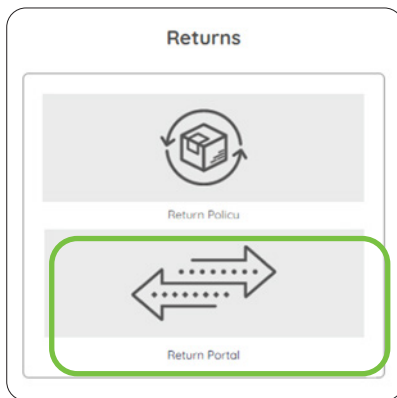




Benson Returns

Step-By-Step Returns On Your Marketplace

Log in to your marketplace and locate the Benson returns icon at the bottom of the page. Please review the return policy. **If you believe a shipment was received in error, or have received a damaged shipment,** please contact your Account team before proceeding with the return.



Click on “Return Portal” and fill out the required information to create the FedEx return label. Please ensure that the applicable order number is included, and the items being returned are outlined in the specified fields.

Once the needed information is filled out, please click continue at the bottom of the page. You will then be prompted to review the entered information and submit to create the Fedex shipping label. Once the label is created please print and adhere to the box in which the items will be returning in.

Schedule a FedEx pickup or drop your box off at a FedEx location.

Note: please be sure to include a valid email address and keep all FedEx emails (confirmation + tracking). These will be needed to confirm we received your return.

Please place a new order for the replacement items (if needed). Once we receive the items and a credit is issued you will receive an email notification and can apply this credit to your new open invoice.