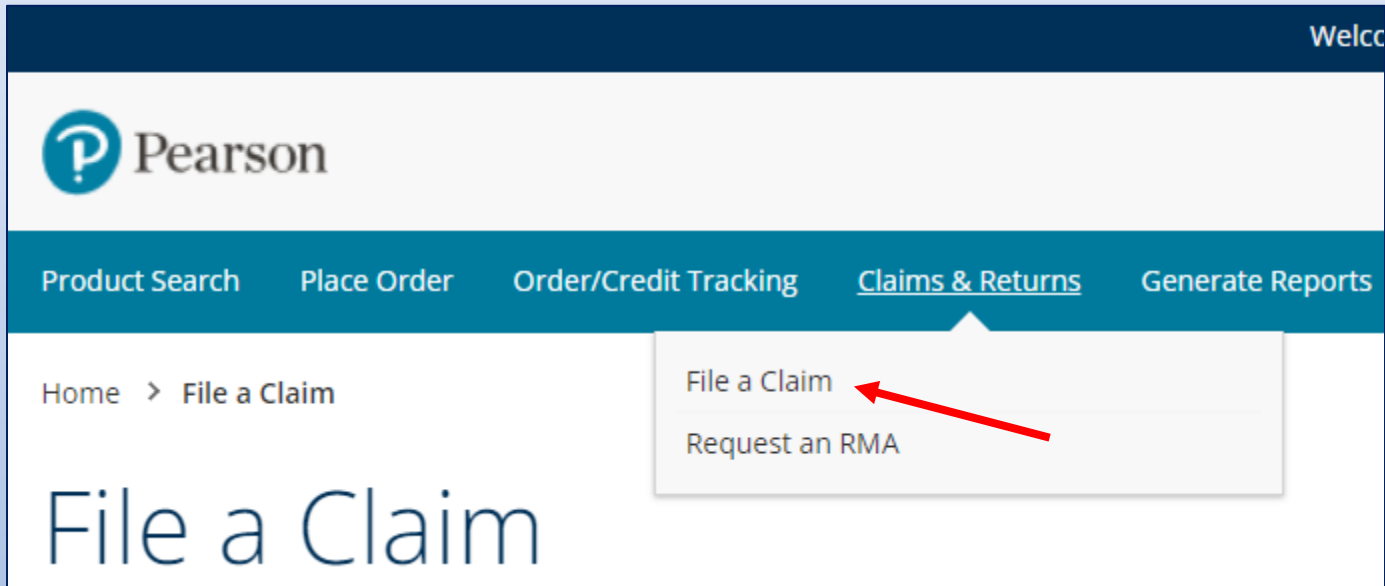


File a Claim on OASIS


In the navigation bar at the top, hover over “Claims & Returns” and click “File a Claim”



The screenshot shows the Pearson website's navigation bar. The Pearson logo is on the left. The navigation bar contains links for Product Search, Place Order, Order/Credit Tracking, Claims & Returns, and Generate Reports. A dropdown menu is open under 'Claims & Returns', showing 'File a Claim' and 'Request an RMA'. A red arrow points to 'File a Claim'. Below the navigation bar, the breadcrumb 'Home > File a Claim' is visible, followed by the large heading 'File a Claim'.

From the drop-down menu, select the claim reason

Welcor

 Pearson


Product Search Place Order Order/Credit Tracking Claims & Returns Generate Reports

Home > File a Claim

File a Claim

Reason for Claim

Reason: * **Required*

Select Claim Reason 

- Select Claim Reason
- Damaged / Defective
- Duplicate Order
- Price / Discount
- Sales Tax
- Shortage / Overage
- Transportation

Damaged / Defective
Duplicate Order
Price / Discount
Sales Tax
Shortage / Overage
Transportation

Enter the invoice number and click “Display Details”

File a Claim

Before submitting a claim, please review these [Guidelines](#)

Reason for Claim

Reason: * *Required

Damaged / Defective ▼

Order Information



Invoice Number: *

123456

Display Details

Fill out the form and click "Submit"

Enter the quantity of the Damaged / Defective item(s) and select the reason

ISBN	Title	Price	Disc	Qty	Dmg/Def Qty	Reason
9780136863762	Revel for Human Communication in Society -- Access Card, 6/e	\$79.99	25.00%	16	<input type="text"/>	Please select 
9780134833514	Introduction to Operations and Supply Chain Management Plus MyLab Operations Management with Pearson eText -- Access Card Package, 5/e	\$306.65	25.00%	8	<input type="text"/>	Please select 

Replacement order

Do you need a replacement order? Yes No

Please provide details to support your claim

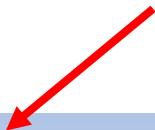
For damaged products, please include photo of carton and the product.

File must be less than 7MB

Allowed File Type: PDF, JPEG, PNG, TIFF, DOC, DOCX

Select a file to upload:

No File Chosen

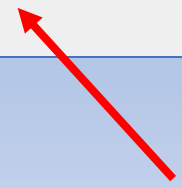


Need help?

Do you need help using OASIS?
On the Home Page, click the “OASIS Technical Support” link to submit your questions.

OASIS User Guide & Technical Support

- **New!** You can now place orders by uploading your Purchase Order.
- OASIS step-by-step instructions [↗](#)
- OASIS User Guide & Video Tutorial
- **OASIS Technical Support**



Thank you for using OASIS!