

A new way to order FVV Devices

As part of the enhanced experience, device ordering has moved from submitting Zendesk tickets to placing device orders directly through Shopify.

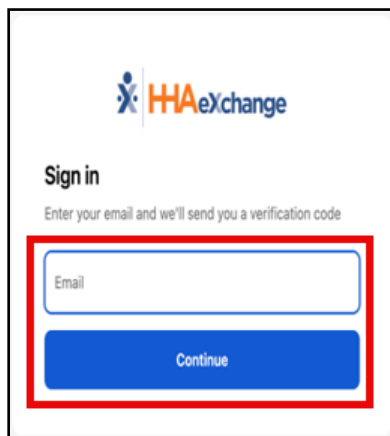
In this article, you'll learn how to **place a new FVV device order**, **request a replacement device**, and **complete a device return**.

Ordering a new FVV Device in Shopify

Ordering a new FVV device is easy—use the instructions below if this is your first time placing an order.

1. Begin by signing up for a Shopify account. Enter your **email address** and select Continue. Use the email address associated with your Agency account. Always log in with the same email address to ensure your devices are correctly linked to your account.

A **6-digit verification code** will be sent to this email address to confirm your email.

A screenshot of the HHAexchange sign-in interface. At the top is the HHAexchange logo. Below it, the text 'Sign in' is displayed, followed by the instruction 'Enter your email and we'll send you a verification code'. There is a text input field labeled 'Email' and a blue button labeled 'Continue'. A red rectangular box highlights both the 'Email' input field and the 'Continue' button.

Return to the Shopify website and enter the **verification code** you received by email to log in. **No password is required.**

2. After logging in, you will be taken to the **Shopify landing page**.

The Shopify home page also includes helpful information topics and quick links you can use as resources for support and guidance.

Also on the home page, the **Make Your Device Request** section allows you to quickly select the type of request you need, such as **ordering a new device, replacing a lost or damaged device, or completing a return**. Each option guides you to the correct next step.

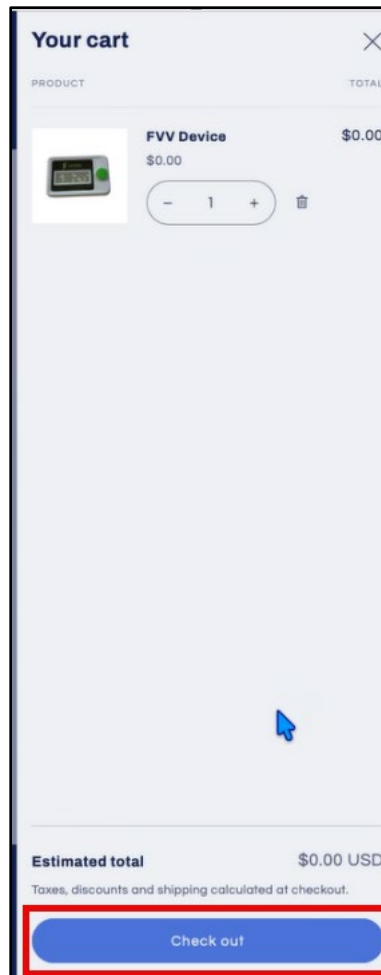
3. To order a new device, select **Add to Cart** to get started.

Make Your Device Request Below

<p>Return and Replace a Damaged Device</p> <p>Click Add to Cart Button Below and Checkout</p> <p>Add to Cart</p>	<p>Replace a Lost Device</p> <p>Click Add to Cart Button Below and Checkout</p> <p>Add to Cart</p>	<p>Return Only - Not Ordered through Shopify</p> <p>Click on the Support Page Button and Follow the Directions for Returning a Device</p> <p>Support Page</p>
<p>Return Only - Ordered through Shopify</p> <p>Click on the Returns Button Below and Follow the Directions on the Linked Page</p> <p>Returns</p>	<p>Order a New Device</p> <p>Click Add to Cart Button Below and Checkout</p> <p>Add to Cart</p>	



4. From this page, you can view the device details, select a quantity, and add the device to your cart.

Note: You can order one device per checkout. Adding more than one device will result in an error.



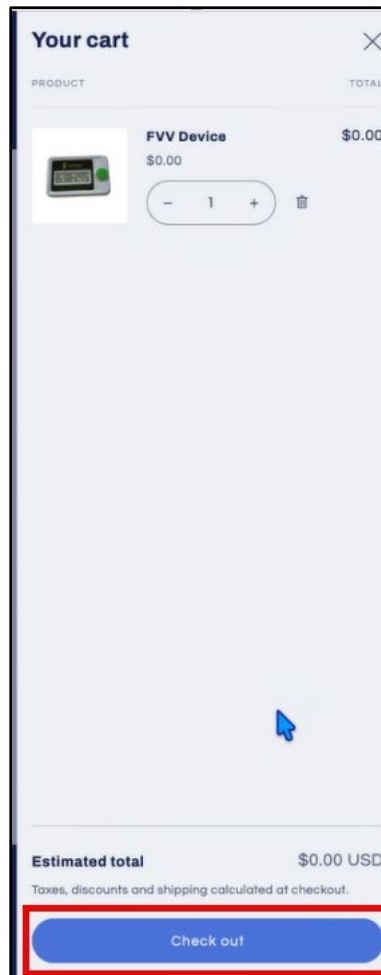
5. Once the device is added, the **Your Cart** panel displays the **FVV device**, quantity selector, and estimated total. Confirm your selections, then select **Check out** to proceed with your order.

Your cart ×

PRODUCT	TOTAL
 FVV Device \$0.00	\$0.00
- 1 + 	

Estimated total \$0.00 USD
Taxes, discounts and shipping calculated at checkout.


[Check out](#)



Note: The \$0.00 total is expected. FVV devices are provided at no cost and do not require payment during checkout.

6. Complete Checkout

On the checkout page, review the shipping information displayed on the left side of the screen and confirm the FVV device order summary on the right. Complete all the required items.

Rhode Island


M

@icloud.com

⋮

Ship to

Marie, Lake Grove NY 11755, US

Shipping method

No Delivery Fee · FREE

Required Information

Please do not enter any PHI in the required fields below

Can be found in SAM: Reports > Clients > Client Addresses > Preview > STX Client ID

Request Type

Indicate whether this is a NEW device request or a REPLACEMENT Request

Request Type


New
Choose this option for new requests

Return & Replacement
Choose this option, to return and replace your device

Replacement, Lost
Choose this option, for lost or stolen devices that require a replacement

If returning a device: Enter the Serial Number(s) of the device being returned.

1

 FVV Device

FREE

Subtotal \$0.00

Shipping FREE

Total USD **\$0.00**

When completing the checkout form, a Request Type selection is required.

Select one of the following options:

- New – for new device requests
- Return & Replacement – to return and replace a device
- Replacement, Lost – for lost or stolen devices requiring replacement

If Return & Replacement or Replacement, Lost is selected, the Device Serial Number field must be completed.

- Enter the serial number(s) of the device being returned or replaced.
- If no device is being returned, enter N/A.

If these fields are left blank, the system will display an error message indicating that the Request Type and/or Device Serial Number is required before you can continue.

Request Type

Indicate whether this is a NEW device request or a REPLACEMENT Request

Request Type

New
Choose this option for new requests

Return & Replacement
Choose this option, to return and replace your device

Replacement, Lost
Choose this option, for lost or stolen devices that require a replacement

Request Type is required

Device Serial Number

Device Serial Number is required

If returning a device: Enter the Serial Number(s) of the device being returned.
If no devices are being returned: Enter N/A.

In the Payment section, no action is required. FVV devices are provided at no cost, and no payment information is needed.

Next, confirm the provider's delivery address:

- Select Yes, use the delivery address provided to ship the device to the saved address on file, or
- Select No, I need to enter a different address to provide a new delivery address.

If entering a new address, complete all required address fields before continuing.

Review the order summary on the right side of the screen to confirm the device, shipping method, and total.

Once all information is confirmed, select Complete order to submit your request.

Choose this option, for lost or stolen devices that require a replacement.

Device Serial Number

If returning a device: Enter the Serial Number(s) of the device being returned.
If no devices are being returned: Enter N/A.

Payment
All transactions are secure and encrypted.

No Payment is Required.

Confirm provider delivery address

Yes, use the delivery address provided

No, I need to enter a different address

Saved addresses
Lake Grove NY 11755, United States (Marie Di ...)

Country/Region
United States

First name (optional)
Marie

Last name
DI

Address
4 Smithaven Mall

Apartment, suite, etc. (optional)

City
Lake Grove

State
New York

ZIP code
11755

Complete order

[Privacy policy](#)

	FVV Device	FREE
Subtotal		\$0.00
Shipping		FREE
Total		USD \$0.00

6. Order Confirmation

After submitting your request, a confirmation page is displayed indicating that your order was successfully placed.

A **confirmation email** will be sent to the email address associated with your Shopify account.

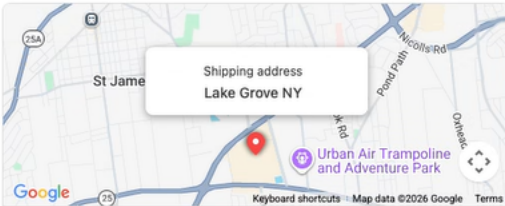
To exit the process, select Continue shopping or close the browser window.

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Confirmation #LD2HUTWDF

Thank you, Marie!



Your order is confirmed

You'll receive a confirmation email soon

Order details

[View account](#)

Contact information

@icloud.com

Billing address

Marie I
4 Smithaven Mall
Lake Grove NY 11755
United States

Shipping address

Marie
4 Smithaven Mall
Lake Grove NY 11755
United States

Shipping method

No Delivery Fee

Billing Address Notice

The billing address above is used for verification purposes only. No payment has been processed and you have not been charged for this order.

Need help? [Contact us](#)

[Continue shopping](#)

[Privacy policy](#)



FVV Device

FREE

Subtotal

\$0.00

Shipping

FREE

Total

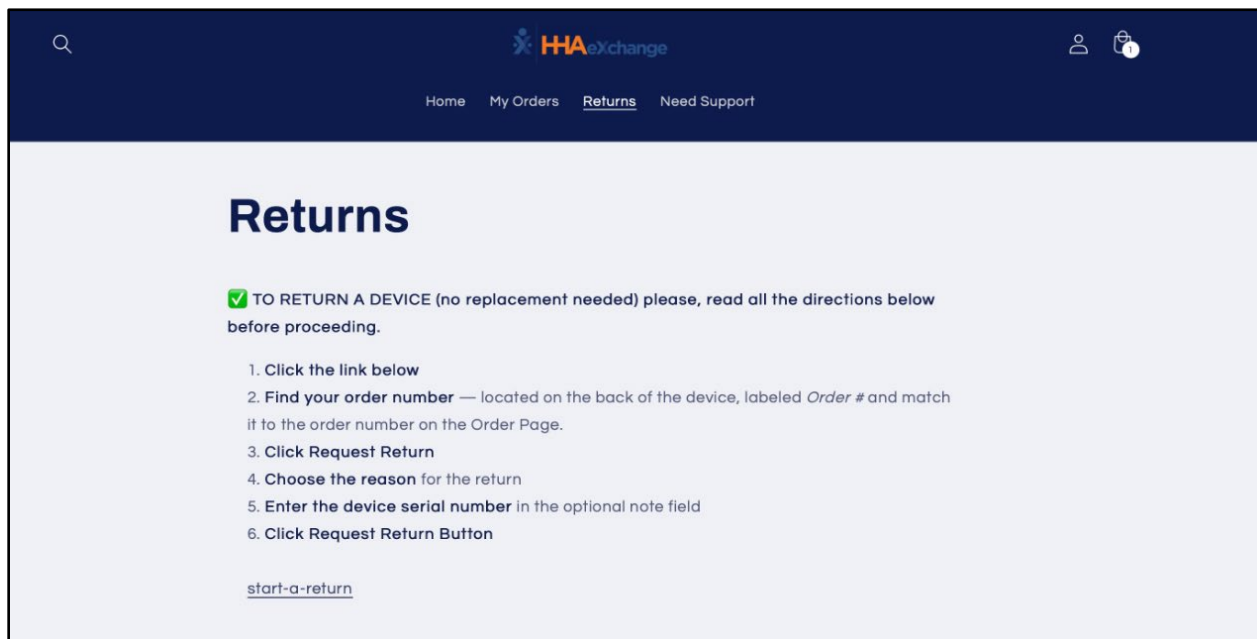
USD **\$0.00**

Returning an FVV Device in Shopify

Select **Returns** from the home page to return a device when a replacement is not needed.

If a replacement is required, choose the appropriate replacement option from the Shopify home page instead.

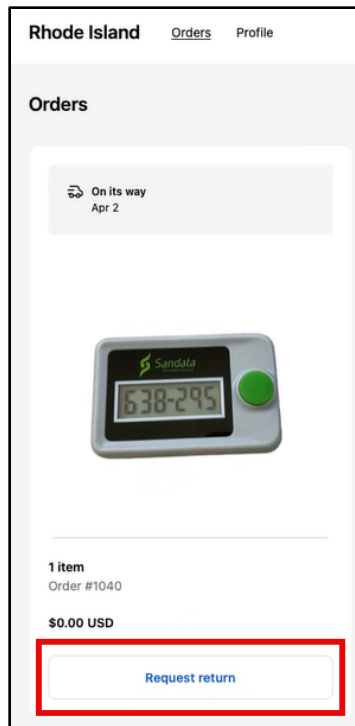
Carefully review all instructions, then select **Start a return** at the bottom of the page to begin the return process.



1. Locate Your Order and Request a Return

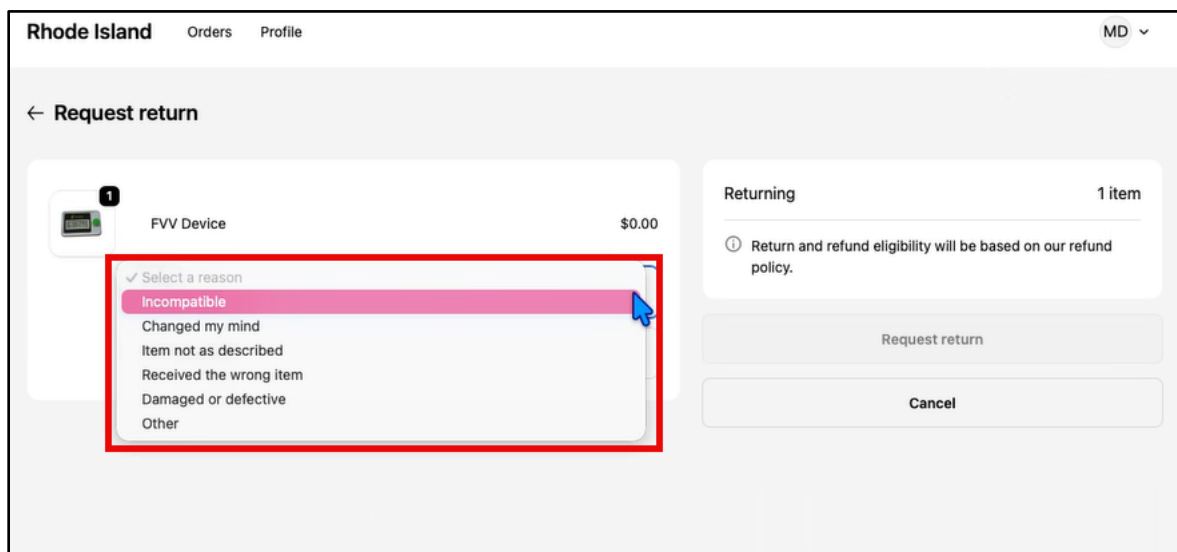
After selecting **Start a return**, you'll be taken to the **Orders page**. Locate the order associated with the device you want to return.

Select **Request return** beneath the order to continue with the return process.

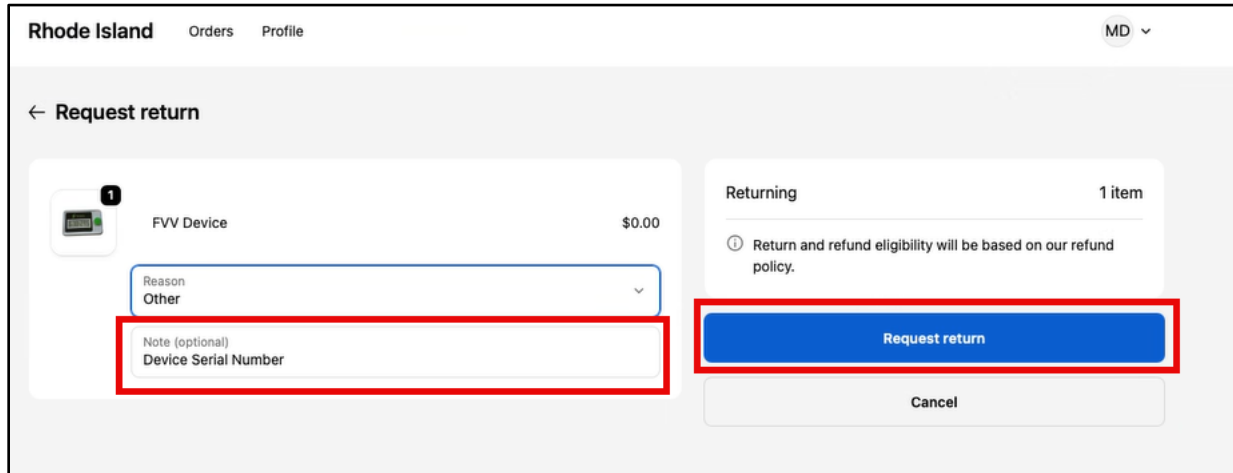


2. Select a Return Reason

On the Request return page, select a reason for returning the device from the Select a reason drop-down menu. After selecting the appropriate reason, review the Returning summary on the right side of the screen to confirm the device being returned.



After selecting a **reason from the dropdown menu**, In the **Note (optional)** field, enter the **Device Serial Number**. This helps ensure the correct device is processed for return. Once all information is entered, select **Request return** to submit the return. To exit without submitting, select **Cancel**.



3. Return request submitted


After you submit the return request, the **Order Details** page is displayed showing the status of your return. You will receive an email notification once the return review process is complete and next steps are available.

No additional action is required currently unless further instructions are provided.

Note: The return request is reviewed before completion. Please monitor your email for updates or additional instructions.

Rhode Island
Orders Profile
MD ▼

← Order #1040
Confirmed Apr 2



Return requested
Your return request was sent and is being reviewed. We'll email you once it's been completed.
Apr 2


FedEx [12345464](#)

On its way
Apr 2

- Confirmed
Apr 2

Contact information	Billing address
m d @icloud.com	Marie 4 Smithaven Mall Lake Grove New York 11755 United States
Shipping address	
Marie 4 Smithaven Mall Lake Grove New York 11755 United States	
Shipping method	
No Delivery Fee	

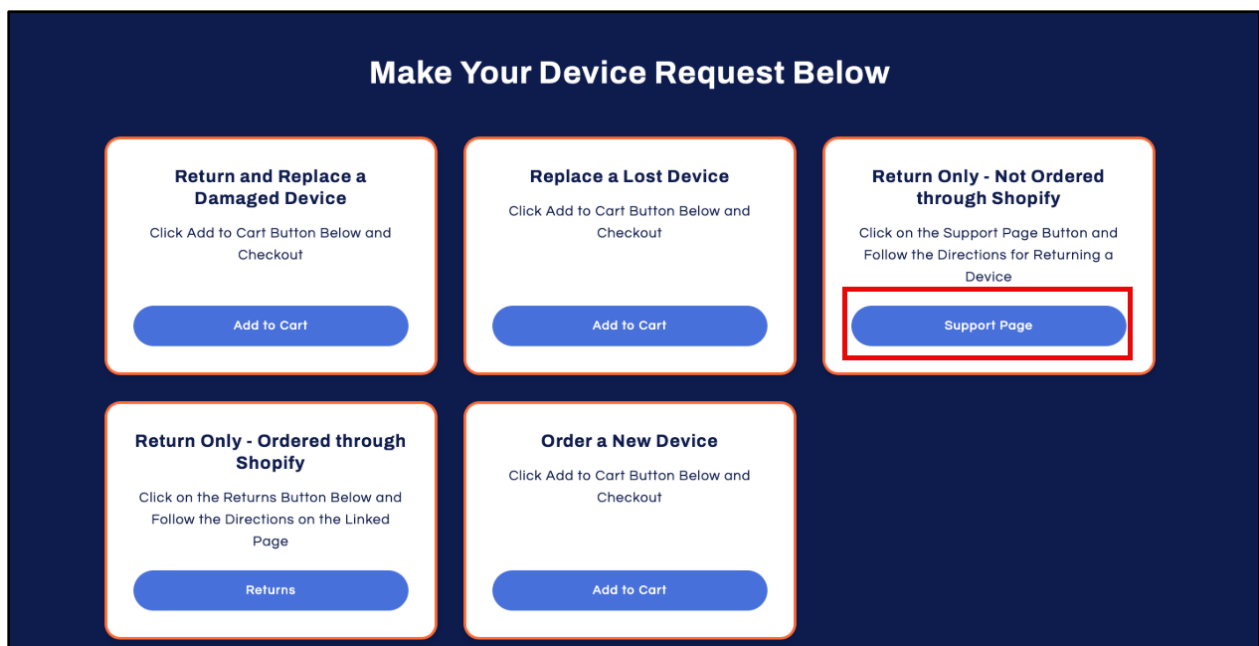
No additional items in this order are eligible for return.

 FVV Device	\$0.00
Subtotal	\$0.00
Shipping	Free
Total	USD \$0.00

Return Only- Not Offered through Shopify

As Shopify is a new ordering platform, some devices may have been ordered through Zendesk. This section outlines how to return a Zendesk ordered device.

From the Shopify homepage, select Support Page under Return Only – Not Ordered through Shopify.



Another option is to use the **Need Support** page to contact support for assistance with device returns, placing an order, or checking the status of an existing order.

Follow the on-screen instructions to submit your return request.

Before submitting your request, please ensure you have:

- Your STX Number ready
- Device Serial Number (if applicable)
- Order Number (if applicable)

*If you require help with: resetting a device, troubleshooting a device issue, or technical assistance, please email RICustomerCare@Sandata.com

How can we help you? (Choose One) *

I am Returning a Device

I Need Help Placing an Order

What is the Status of my Order

Something Else

Name *

Email *

STX Number *

Once all required fields are completed, select Submit to send your request to support.

Note: Providing accurate order numbers and device serial numbers helps support teams resolve your request more quickly.

Device Serial Number (if applicable)

Order Number (if applicable)

Message - Describe Your Issue *

Submit