Return of Merchandise to Vendors

Policy 509.11

1 Introduction

2 Scope

3 Definitions

4 Policy and Procedure Statements

4.1 Vendor’s Permission

4.1.1 No supplies or equipment should be returned to a vendor for any reason without first obtaining the vendor’s permission and shipping instructions.

4.2 Requesting Permission

4.2.1 Departments desiring to return materials to a vendor should contact the Purchasing Office, by telephone (262-2080) or in writing, explaining the reason for the desired return. The Purchasing Office will try to secure permission from the vendor for return of the materials and will obtain shipping instructions.

4.3 Authorized Returns

4.3.1 When Purchasing receives authorization to return and shipping instructions from the vendor, they will forward a copy to the department. The department should then prepare the item for shipment and contact the Central Warehouse to arrange to have the package picked up. The vendor’s authorization to return must accompany the package to the Central Warehouse.

5 Additional References