

## Return of Merchandise Policy

### Purpose

This policy ensures the timely return of merchandise and ensures credit and/or replacement items are ordered and tracked. Return of Merchandise will be considered for items within 30 days of receipt and over the minimum value of \$50.00. The minimum value requirement will not apply if the return is the result of vendor error.

### Procedure

1. Site designee contacts the Purchasing Department via email [sratliff@pvschools.net](mailto:sratliff@pvschools.net) and provides the following information:
  - Purchase Order Number and specific line item to be returned
  - Where applicable, serial number and property control number
  - Number of boxes to be shipped
  - Reason for return
  - Name and phone # of contact person at school/department requesting return
  - Identify if you would like a replacement product sent or simply a credit
  - Provide full description of replacement item
2. The Purchasing Department contacts the vendor to obtain the following:
  - Return Authorization number; return to address
  - Call tags (sent directly from vendor to Distribution Center, ATTN: Returns)
  - Coordination of date and place of pick-up
  - Request for credit or replacement product
3. The Purchasing Department then initiates the Return of Merchandise form, obtains Buyer approval, and faxes copy to the site designee. The balance of the form is sent to the Distribution Center, Finance and Purchasing.
4. Site designee tapes faxed copy of Return of Merchandise form to box containing the to be returned item and locates to designated receiving area to await pick-up by Distribution Center. (The returned product must be repackaged properly by site using original shipping cartons).
5. Distribution Center shall pick-up materials at designated site location. Distribution Center shall then facilitate the return using a traceable carrier.
6. Once the pick-up has occurred by the carrier, the Distribution Center will send copies of the pick-up confirmation to Purchasing, site designee, and Finance.
7. Vendor will ship replacement product directly to site designated on the original purchase order. Credit will be issued to the Finance Department.

NOTE: This procedure may be adjusted based on weight and configuration of return item.

NOTE: This policy supercedes the procedure outlined in the *Employee Guide to Purchasing* manual dated August 2003, page 10.