

Returns of Merchandise

Section 5:3 Revised 01/01/2001

Returns to University Stores

Supplies purchased in excess of requirements, supplies which do not meet the specific needs of a department, or materials which are found to be inferior may be returned to University Stores for full credit.

Credit will only be issued for current purchases (within the past three months). Credit cannot be issued for obsolete materials or materials which have been on a department's shelves for a period longer than three months, even though the items may be unused.

Merchandise special ordered for a department may not be returned to Stores for credit unless the merchandise was found to be damaged or defective upon receipt of the item, or the vendor agrees to take it back. In cases where merchandise is found to be damaged or defective, the item should be returned to Stores within forty-eight hours after receipt of the item.

Returns to Outside Vendors

No-supplies or equipment should be returned to a vendor for whatever cause without first obtaining the vendor's permission and shipping instructions.

Departments desiring to return materials to a vendor should forward a Return Goods Notice to the Purchasing Department, giving the reason for the desired return. The Purchasing Department will secure permission from the vendor for return of the materials and will obtain shipping instructions. The Purchasing Department will notify Central Receiving to pick up the materials from the returning department and ship them to the vendor.

Since the return of merchandise can be for a number of reasons, such as in-warranty or out-of-warranty repairs, incorrect or defective materials, and over shipment, the financial responsibility will depend on the reason for the return. Generally, when materials are defective, freight charges and other costs involved are the responsibility of the vendor; otherwise, the department for which the return is being made must bear the costs involved. Most vendors will charge at least ten percent restocking charge when merchandise is returned as a result of an over-purchase or where the University erred in requesting the materials.