3.3 PROCEDURES FOR RETURNING GOODS TO VENDORS

This is to outline the University's policy with regard to returning items to vendors. The following procedures will apply in most instances, but special consideration may be given to specific cases if deemed appropriate.

A. When a department receives an item which they wish to return to the vendor, the following procedures should be followed:

1. *Discrepancy:* If the item received was shipped due to an error on the part of the vendor, and an incorrect or damaged item is received, this should be returned to the Receiving Department with a notation to this effect made on the Receiving Report. This is considered a Discrepancy and will be returned to the vendor on a Discrepancy Report prepared by the Receiving Department.

2. *Wrong item ordered:* When the department receives an item which was ordered in error, or which after ordering was no longer needed, it may send a request to the Purchasing Office stating the situation. The Purchasing Office may, at its discretion, send a request to the vendor from whom the item was purchased to ascertain whether or not the item could be returned for credit.

B. If approval to return the item is received from the vendor Purchasing may then return the item with the appropriate document, with a copy of such document sent to the Accounting Office, Receiving Department, and the ordering department. This is necessary since many vendors charge a re-stocking fee for all such items returned. If the item is returned without proper paperwork attached, the vendor to whom it is returned may accept it and put it back in stock without proper credit being given to the University.

C. In no case should an item be returned to the vendor directly by the department.

D. In cases where the item to be returned is of small value, the cost of returning it could exceed the cost of the item itself, and in these cases the Purchasing Office may deem it not practical to return it for credit. Each case will be evaluated on its own merit, and the Purchasing Office will decide the feasibility of returning the item.

E. Should it be determined not practical to return an item for credit, the department may contact the General Service Store to see if they could stock the item for resale, or other departments may be canvassed to see if there are other interested purchasers within the University. The Purchasing Office will assist to the extent possible in these endeavors.