

CORPORATE EXPRESS RETURN POLICY AND PROCEDURE

- 1) The Department that desires to return items shall contact the Purchasing Department immediately upon receipt of the items that require to be returned.

Please note that the University must return the items within seven (7) days from receipt of the item(s) to receive credit. This includes any damaged, defective, duplicate orders, or undesired items. Should the Department fail to notify Purchasing in a timely manner, so that the return may be processed within the seven (7) day period required, then the Department shall be responsible for payment.

All items to be returned must remain in the original packing (boxes, etc) they were received in. The Department shall inform Purchasing the number of boxes to be returned.

Contact Rebecca Becnel at ext. 4032 for Operating Accounts and Auxiliary Accounts.

Contact Cathy Stegall at ext. 4036 for all Grant Accounts:

The following information shall be required:

- a) The purchase order number
- b) The order number (located on top of packing list)
- c) The line number of the item on purchase order that is required to be returned
- d) The total number of boxes to be returned

The Purchasing Department shall contact Corporate Express to inform them of the need for a return, and then contact Receiving to pick-up the items.

- 2) The Department that requires items to be returned shall complete the return form that can be obtained from the Purchasing Department web site. The Department shall complete and sign the form. You may type the information required in the form when it is activated from the web site. Upon pick-up, the Receiving Department shall sign the form.

The original shall be given to the Receiving employee that picks up the item(s). The Department shall retain a copy. The Receiving Department shall a copy to either Cathy or Rebecca upon pick up of the returned items by Corporate Express.

The Receiving Department shall hold the items for pick-up by Corporate Express.