

Frequently Asked Questions



How do I return a warehouse item for credit?

Warehouse stock may be returned to the warehouse for credit. Returns for credit must be requested **WITHIN 10 days** after receipt at your site.

1. Write **"RETURN FOR CREDIT"** and do one of the following:

Include a copy of the original requisition or packing list, circle the item(s) that you are requesting credit for.

Or

On a Warehouse Requisition Form # 91-80001, list the items being returned and reference the warehouse requisition number on which each item was originally ordered.

A warehouse "Return for Credit" requisition referencing the original warehouse requisition number and/or a copy of picking list must accompany items being returned.

2. Call the warehouse and request that the items be picked up. The warehouse will issue a "pick-up" notice. Please keep the paperwork with items that are being returned, do not send paperwork in the in house mail or to accounting.
3. Upon receipt of the items, it will be verified that the stock is in acceptable condition. Items will be received back into warehouse stock via ESCAPE. Funds will be credited back to the account to which they were originally charged. A confirmation copy will be sent back to the requestor once it has been processed.

What do I do if my shipment is incorrect?

When your requisition of warehouse stock is received at your school/site and it is felt that an item is short, over or missing, the discrepancy should be reported to the warehouse staff within **TWO (2) working days** of the delivery. Shortages reported beyond the **TWO (2) days** may not be considered for replacement.

What if I have not received my entire order?

Occasionally, requisitions are lost in the system/mail or possibly a mix up in the delivery site. If, after 10 days, you still have not received your delivery, please contact the warehouse staff for follow-up.