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Name:	Procurement – Returns / Damaged Material
Policy Number:	4-1017
Origin:	Financial Services
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Issuing Authority:	Director, Financial Services
Responsibility:	Manager, Procurement Services
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Where goods are not as ordered, damaged or missing, the department should make a notation on the receiving copy of the PO and bring it to the attention of Procurement Services as soon as possible as most carriers/suppliers have specific time restrictions for filing claims. Depending on the circumstance, Procurement Services will provide further direction.

Where goods are being returned because they are not suitable, there are several options. In the case of stationery supplies, departments can use the on-line ordering system to initiate a return to the supplier. Once registered on line, the goods are typically left at Inventory & Distribution for pick up by the driver.

Where the goods are from another source, the department will be required to contact the supplier to obtain a return authorization. The goods must be re-packed for return and can be left at Inventory & Distribution where arrangements will be made for shipment of the goods back to the supplier. Departments should be aware that suppliers may charge a re-stocking fee (typically up to 25% of the original cost). Departments will typically have to cover the freight cost to return the goods.