1. **Purpose**

   This document addresses the return of goods to vendors.

2. **Scope**

   This policy applies to all University departments, units and divisions.

3. **Definitions and Roles and Responsibilities**

   3.1 **Definitions**

   Returns: Rejected or Unwanted Items ready for return to the supplier for replacement, credit or repair.

   Return Authorization Number (RA): A unique number that company’s issue to authorize you to return an item you have purchased for replacement, credit or repair.

4. **Policy**

   No supplies or equipment should be returned to a vendor without first obtaining the vendor’s permission and shipping instructions. It is best practice to request the supplier to provide written authorization for the return via a Return Authorization Number. As the return of merchandise may occur for a number of reasons, the associated financial responsibility or liability 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 campus department for which the return is being made may bear the cost involved. Most vendors will charge at least a 15% restocking charge when merchandise is returned as a result of an over purchase, or where the University made an error in requesting materials.
5. **Compliance**

The Director of Procurement Services is responsible for ensuring compliance with this policy.

6. **Additional Information**

6.1 **Supporting Documents**

[State Purchasing Manual](#)

6.2 **Approval Authority**

This policy should be approved by the Interim Associate Vice Chancellor for Finance.

6.3 **Contacts for Additional Information and Reporting**

- Responsible Executive: Michael Logan, Director of Procurement Services, (336)334.4104, [mlogan@uncg.edu](mailto:mlogan@uncg.edu)
- Responsible Administrator: Richard Fleming, Assistant Director of Procurement Services, (336)334.3078, [riflemin@uncg.edu](mailto:riflemin@uncg.edu)