

PROCUREMENT SERVICES POLICY 26 RETURNS TO VENDORS

The University of North Carolina at Greensboro

Approved by Paul Forte, Interim AVC for Finance, August 4, 2021

Revised August 4, 2021

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, **mflogan@uncg.edu**
- Responsible Administrator: Richard Fleming, Assistant Director of Procurement Services, (336)334.3078, **rrflem@uncg.edu**