

Policy for Returns

----- Original Message -----

Subject: Friendly reminder for returns...

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Hi folks,

Returns of Products Ordered via PO# or "Cindy's Pro Card:

You are welcome to call vendors on your own and make arrangements and get a RMA# when applicable. However, if I ordered the products for you, please be sure I am informed up front pertaining to the specifics of all returns and repairs. This way I am in the know and can follow proper procedures on my end especially with Purchase Orders and Pro Card orders. If the PO # is still active, additional charges can be made against the current/existing PO (Purchasing can then also assist with returns). With Pro Card orders, I will need to seek proper credit and pay for repairs if charged – hence the importance of my knowing.

Email is fine with this type of communication. Thank you in advance for your assistance.

Hi folks,

A side note that I forgot to mention:

When calling the vendor for a return (or any order inquiry), please find out how they do business. For example, would they prefer a PO or would they take a credit card (we are tax exempted and they may require a form faxed to them as well). Again, this is important as a requisition would then need to be typed up and faxed to Purchasing for vendor to have PO # in place to charge repair to and/or they can invoice us and I can pay for it with my Pro Card if under \$1,000.

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