

Hi folks,

Returns or Repairs of Products Ordered via PO# or Pro Card (including Standing Orders):

You are welcome to call vendors on your own and make arrangements and get RMA # when applicable or Cindy can for you. **Please be sure Cindy is informed up front pertaining to the specifics of all returns and repairs.** This way we are all on the same page and can follow proper procedures that are in place for all returns. For example, if the PO # is still active, additional charges/changes can be made against the current/existing PO (Purchasing can then also assist with returns). With Pro Card orders, Cindy will need to seek proper credit and pay for repairs if charged – hence the importance of my knowing.

With all orders, if charges are incurred, please be sure to find out how vendor prefers to do business pertaining to a return (restock fees) or a repair. For example, would they prefer PO # up front or would they send an invoice post repair, etc. If repair is under \$1,000.00, would they take a Pro Card (aka: Visa)?

Shipment of Returns:

All packages should be to me by noon for shipment out that day. UPS/Fed Ex requires at least hour leeway and Cindy needs time to prepare the shipping labels for contacted scheduled afternoon pickup. UPS is now on a pickup schedule with Physics each day. This will give her a window of time to expedite the package for you. It is helpful to have the package ready for shipment by having it properly packaged and taped, etc. before giving it to Cindy. If something is oversized, please contact Cindy beforehand.

Please give Cindy a heads up (advanced notice) via email (preferably) on all shipments before bringing her the package so she is better prepared to expedite it for you.

Information needed:

- The information needed reason for return;
- RMA#;
- and other pertinent information for shipping label **such as contact person, address, and phone number, how you want it shipped, charge #, approximate weight and dimensions of package and what is being shipped and reason for repair** (estimated cost of repair if known would also be great to know up front). **Do you need it insurance on package, if so, how much?**

Standing Orders – problems with cylinders, etc:

In general, you place the initial order against the existing PO# (that is currently active for this fiscal year). Should any problems occur with your order, please be sure to communicate them to Cindy via email so she is in the know. Either you or she can contact the vendor initially. Invoices are involved so it's important that the lines of communication to Cindy stays open between so that she can be sure proper payment is made and/or corrected or credited. **If it's a problem with a gas (hazard) Lou and EHO may need to be involved as well.**

Emailing Cindy this information up front is best and preferable with all returns/communication. Again, please provide her the details stated above.

Thank you in advance for your assistance.

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