

SAN DIEGO COMMUNITY COLLEGE DISTRICT

Administrative Procedure

CHAPTER 6 – BUSINESS AND FINANCIAL SERVICES

AP 6385 Returns and Exchanges

I. RETURNS

A. Unwanted or not meeting standards or requirements*

1. End User
 - a. Opens and inspects items in a timely manner
 - b. Notifies Purchasing
2. Purchasing
 - a. Contacts Vendor
 - b. Negotiates return for credit/refund
 - c. Obtains RMA
 - d. Notifies End User and Central Distribution Center
 - e. Makes changes to Purchase Order

*caveat: in some cases suppliers require original packaging and all documentation, as well as the return of any peripheral items, in order to facilitate the return.

Special order items are not normally returnable. To inquire about an exception, contact the Central Distribution Center (CDC) via email with the PO#, item information and the reason why they are requesting the return.

B. Damaged Items (shipped directly to end user)

1. End User
 - a. Opens and inspects items in a timely manner
 - b. Notifies CDC via email
2. Central Distribution Center
 - a. Contacts Vendor
 - b. Obtains RMA number
 - c. Notifies End User
3. End User
 - a. Completes a "Pick-up and Delivery" form
 - b. Sends original to CDC
4. Distribution Center
 - a. Picks up item(s) on next scheduled delivery date

C. Damaged Items (shipped to CDC)

1. Central Distribution Center
 - a. Notifies Vendor
 - b. Obtains RMA number
 - c. Notifies End User
 - d. Refers irresolvable matters to Purchasing

II. EXCHANGES

A. Return/Replacement of Identical items

1. End user
 - a. Items delivered to end user MUST be opened and inspected in a timely manner
 - b. Notifies CDC via email
2. CDC
 - a. Contacts Vendor
 - b. Obtains RMA number
 - c. Notifies End User
3. End User
 - a. Completes a "Pick-up and Delivery" form
 - b. Sends original to CDC
4. CDC
 - a. Picks up item(s) on next scheduled delivery date

B. Damaged items

1. End User
 - a. Opens and inspects item(s) in a timely manner
 - b. Notifies CDC via email
2. CDC
 - a. Contacts Vendor
 - b. Obtains RMA number
 - c. Notifies End User
3. End User
 - a. Completes a "Pick-up and Delivery" form
 - b. Sends original to CDC
4. CDC
 - a. Picks up on next Scheduled delivery date

C. Replacement Issues (Product discontinuance, end of life, availability, upgrades from the manufacturer/supplier and/or additional charges)

1. CDC
 - a. Notifies Purchasing via phone, fax, or email
 - b. Provides the point of contact name and telephone number along with the supplier's rationale as to why a "return/replace" cannot be accomplished at that point
2. Purchasing
 - a. Continues discussion with the end user
 - b. Continues discussion with the supplier in an effort to complete the "return/replacement" to the satisfaction of all
 - c. Notifies the End User as well as CDC Representative of resolution
3. End User
 - a. Completes out a "Pick-up and Delivery" form
 - b. Sends the original to CDC
4. CDC
 - a. Picks up on next scheduled delivery date