Return Authorization Procedure

When processing a return item, use a return form.

All Items to be returned to vendor MUST be accompanied with the following things:

Vendor Name

Style #

Vendor Order #

Vendor Invoice # (if applicable)

Our PO #

Our Invoice # (to client) (if applicable)

*Returns must be made within 30 days of the original order*

1. Contact the vendor with the information listed above
2. Request a “Return Authorization Number” from the vendor, confirm return shipping address
3. Ship item(s) back to vendor, citing the RA number on the shipping documents and on the outside of the box.
4. Update project, PO, or Sample Request with the RA# and Shipping information. Add shipping Info to Return form, print and hold for follow up with vendor.
5. Void our Invoice (to client.)
6. Close Project if applicable.
7. Follow up with Vendor after a few weeks to assure account was credited for the return. Update return form and file.