



The University of Alabama in Huntsville Return Merchandise Authorization Form for Procurement Card Orders

Department Information

Order Number: _____ Date: _____
Department: _____ Building: _____ Room: _____
Attention: _____ Phone: _____ Email: _____

Item to be Returned	Reason for Return

Vendor Information

Vendor Name: _____
Authorization Return Service Number: _____ Date: _____
Authorized By: _____ Phone: _____
Method of Return: _____ Attention: _____
Return Address: _____
Special Instructions: _____
Items to be Returned Through: ☐ Central Receiving ☐ Campus Mail
Requested By: _____ Date: _____
Department Contact: _____ Phone: _____

Carrier Representative

Completed By: _____ Date: _____

MERCHANDISE RETURN PROCEDURES

All returns for items ordered and received against University of Alabama Huntsville Procurement Cards are the responsibility of the **ordering department** in accordance with the following procedures.

1. Department personnel are responsible for completing the Return Merchandise Authorization (RMA) form. The Department Information section of the Return Merchandise Authorization form should be completed first with all pertinent information.
2. Department personnel will contact the vendor to complete the Vendor Information section of the RMA form including any special return instructions and to negotiate shipping charges if applicable. As a rule, the vendor will pay for return shipping for incorrect, duplicate, or damaged items. If the vendor is paying for the return shipping, a Return Authorization number will be given or an ARS (Authorization Return Service) label will be provided to affix to the outside of the package.
3. Department personnel must package the items to be returned as instructed by the vendor including proper address and special instructions, if any. ***REMEMBER it is very important to retain the original packing for repackaging. Some vendors will not accept returns if the merchandise is not in the original packing. Also, in the case of a damage claim, the shipper will often come by to inspect the packaging to see if there is damage to the container.***
4. **PREPAID RETURNS:** Department personnel must request pickup by Central Receiving for all prepaid returns. Fax a copy of the completed Return Merchandise Authorization form to Central Receiving giving the building, room number and contact person for the pick-up. Central Receiving will schedule a pick-up of the return. Be sure that the package is ready for pick-up at the time Central Receiving is notified. Department personnel will ask the Central Receiving representative to sign and date the original copy of the RMA form for proof of pickup of the merchandise.
5. **UAH PAID RETURNS:** If the method of return is to be paid by the returning department, the Department Personnel will complete the RMA form, package the item to be returned as instructed by the vendor, and complete a Campus "UPS Shipment" form. Receiving personnel will pick up the package on their regular routes for return to the vendor or shipper by the appropriate method. Department personnel will ask Receiving personnel to sign and date the copy of the RMA form at the time of pick-up as their receipt for pickup of the merchandise.
6. Return shipments paid by the University must be insured for the actual value of the items in case of loss, theft, or damage. NOTE: UPS automatically insures packages up to \$100.00 at no extra charge. Additional insurance is available for an additional charge.