

## THE UNIVERSITY OF ALABAMA-HUNTSVILLE

### 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 (Attachment 9). 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 item(s) 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 return 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(s) 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 pickup the package(s) 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.



**RETURN MERCHANDISE AUTHORIZATION FORM**  
**FOR PROCUREMENT CARD ORDERS**

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**DEPARTMENT INFORMATION:**

Order # \_\_\_\_\_ ORGN \_\_\_\_\_ Date: \_\_\_\_\_

Department \_\_\_\_\_

Attention \_\_\_\_\_ Phone \_\_\_\_\_

Building \_\_\_\_\_ Room \_\_\_\_\_

Item (s) to be returned \_\_\_\_\_

Reason(s) \_\_\_\_\_

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**VENDOR INFORMATION:**

Vendor Name \_\_\_\_\_

Authorization Return Service # \_\_\_\_\_ Date \_\_\_\_\_

Authorized by \_\_\_\_\_ Phone \_\_\_\_\_

Method of Return \_\_\_\_\_

Return Address \_\_\_\_\_

Attention \_\_\_\_\_

Special Instructions \_\_\_\_\_

Item (s) to be returned through \_\_\_\_\_ Central Receiving or \_\_\_\_\_ Campus Mail

Requested by \_\_\_\_\_ Date \_\_\_\_\_

Department Contact \_\_\_\_\_ Tel # \_\_\_\_\_

Completed by \_\_\_\_\_ Date \_\_\_\_\_  
Carrier Representative