

Warehouse Return Policy

I. Stores Items

A. Credit(s) may be issued if:

1. Item is new and unopened
2. Order for the item has been within the previous 90 days
3. Return for Stores Credit form has been completed in full (i.e. Order Number, Account Code, Stock Number, etc.) and submitted prior to pickup. Form is ONLY available on web page at <http://www.mesa.k12.co.us/purchasing/forms/FORMRETURNFORCREDIT.pdf>.
4. Manufacturer defective item (if returned to the warehouse within warranty limit)
5. A 15% return restock fee will be assessed on returned items.

B. Credit(s) will NOT be issued if:

1. Item has passed expiration date
2. Manufacturer's packaging has been removed
3. Item is no longer stocked by the warehouse
4. Item is not a stock item
5. Misuse or neglect by requestor

II. Non-Stores Items

A. Purchase Orders

1. Follow current procedure (contact Purchasing for assistance)

B. Credit Card Orders

1. Card Holder Responsibility (contact Purchasing for assistance)