

Distribution & Support Services (DSS)/ Return Policy for Products Purchased

DSS RESPONSIBILITY

- The Customer Service Unit shall be responsible for accurately reviewing/updating order data as reflected on eCommerce orders, submitted by the using agency. DSS's customers shall accept full responsibility for any order entry error. DSS Customer Service Unit shall accept full responsibility for any review error.
- DSS Warehouse Operations shall be responsible for accurately picking and shipping all using agency orders, and shall accept full responsibility for any picking/checking error and/or any damages that occurs in transit.
- DSS Customer Service Unit shall be responsible for processing all Authorizations for Return. This includes collecting required information from the using agency (see Authorizations for Return form), assigning a work order number, and transmitting the authorized form to DSS Warehouse Operations for pickup.
- DSS reserves the right to retrieve a product for return upon the next scheduled delivery. DSS shall not schedule an independent pickup for returned goods unless a health/safety issue exists which requires immediate attention. The using agency may, at its own expense, return a product to DSS, if the using agency does not wish to wait until the next scheduled delivery.
- DSS shall accept, for full credit, any item that was keyed incorrectly or picked incorrectly by DSS staff, any item that was damaged in transit, and any item that is determined by DSS Quality Assurance Unit to be damaged or defective due to either manufacturing or mishandling by DSS.
- DSS reserves the right to test any product that is returned as damaged, defective, of poor quality, or part of a product recall before a credit is issued or restocking fee waived. DSS shall be responsible for all quality assurance testing on returned products.
- DSS shall issue formal correspondence to the using agency summarizing Quality Assurance Laboratory testing, where appropriate and necessary.
- DSS reserves the right to refuse return of any product that was not purchased from DSS.

USING AGENCY RESPONSIBILITY

- The using agency (customer) shall be responsible for accurately submitting eCommerce orders.
- The using agency shall ensure that the quantity ordered is correct and accurately reflects the organizational needs of the using agency.
- The using agency shall ensure that orders are transmitted to DSS only once. Confirmation copies of fax, email, or telephone orders must not be sent; they are unnecessary and often result in duplicate deliveries.
- The using agency shall be responsible for any duplicate order transmitted to DSS Customer Service Unit. The using agency shall accept a duplicate order delivery upon receipt, or be assessed the 17.25 percent restocking fee for return delivery. DSS will not waive the 17.25 percent restocking fee for duplicate delivery caused by the using agency.
- The using agency shall be responsible for checking each delivery, upon receipt, to verify that the items are correct and quantity agrees with the customer order.
- The using agency shall be responsible for reporting any shipping error or damage to DSS Customer Services Unit **no more than five (5) business days** from delivery receipt. DSS will not accept for return or replacement any product if the complaint was not received by DSS Customer Service Unit **within five (5) business days** from delivery receipt. The five-day limit shall not apply to concealed damages or manufacturer defects.

PENALTIES

- DSS will impose a 17.25 percent restocking fee based upon the criteria established below. The 17.25 percent shall be assessed on the sale price of each item returned to DSS.
- The using agency shall be assessed a 17.25 percent restocking fee for any item returned to DSS due to incorrect item or quantity ordered, or refusal to accept item with no valid reason.
- The using agency shall be assessed a 17.25 percent fee for any item returned to DSS that has been mishandled by the using agency or improperly rotated in stock (outdated) by the using agency.
- The 17.25 percent restocking fee shall not be assessed for any item returned to DSS due to an order entry error, picking error, damage in transit or manufacturer defect.

V. FORMS

Authorization for Return (Contact DSS Customer Services for more information)