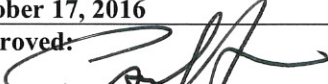





**COBB COUNTY COMMUNITY SERVICES BOARD
DOUGLAS COUNTY COMMUNITY SERVICES BOARD**

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Policy # 2044	Returned Merchandise
Origination Date: May 1997	
Revision Date: March 2004; April 14, 2006	
Reviewed Date: June 22, 2007; Nov 19 2009; June 2011; July 2, 2012; July 21, 2013; October 15, 2014; October 17, 2016	
Approved:	
 Paul Ascari, Chief Financial Officer	 Bryan G. Stephens, Interim Executive Director

POLICY:

It is the policy of the Cobb County Community Services Board and the Douglas County Community Services Board to recognize that it is necessary sometimes to return merchandise to suppliers for a variety of reasons.

PROCEDURE:

1. Program Supervisors may determine that purchased merchandise needs to be returned to the vendor for various reasons (e.g., wrong material ordered or delivered, excessive quantity on hand, defective merchandise). Supervisors must get the approval of the Department Director to return merchandise.
2. The Department Director issues a written notice to the Purchasing Associate of the intent to return merchandise to the vendor.
3. The Purchasing Associate serves as liaison between staff and vendors. As such, he or she is responsible for contacting the vendor to make arrangements for the return of any unwanted merchandise.
 - Timeliness is important in the return process because most vendors have a policy that all non-warranty items must be returned within a certain time frame (usually 30 days).
4. The Purchasing Associate is notified when items to be returned are picked up or shipped to the vendor.
5. If a credit for returned merchandise is not received in a timely manner, the Purchasing Associate contacts the vendor to ensure that we get proper credit.