

## **General Stores**

### **REJECTIONS/RETURNS**

1. In case of an error in ordering or you want to return material no longer required, please complete a separate IDR for the item(s) to be returned and mark it "PICK UP AND RETURN FOR CREDIT" **with a brief explanation as to why the material is being returned.** When submitting a return IDR, attach a copy of the General Stores delivery order on which you received the material being returned. This will ensure proper credit is issued. If you are ordering a replacement item, order the new item separately. **DO NOT USE AN MSR (MERCHANDISE SHIPPING REJECTION) FORM** to return merchandise to General Stores.
2. Forward the return IDR to General Stores to arrange for pick up of unwanted item. Please do not attempt to return material without proper authorization. Shipping/Receiving personnel will not accept merchandise for return to General Stores without this proper authorization. General Stores personnel will arrange for return of merchandise upon receipt of return IDR and copy of General Stores delivery order.
3. If you receive a General Stores order and discover an error has been made on our part, please call us immediately. No paperwork is necessary and we will correct the error immediately.
4. Please report shortages/overages/discrepancies within three working days of receipt of your order. Some returned items may be subject to a 15% restocking charge. Unless defective or subject to manufacturer's warranty, no material may be returned for credit after 30 days of receipt without explicit prior approval of General Stores.