

# SHARED SERVICE SYSTEMS



## RETURN MATERIALS POLICY

### CONDITIONS

1. All returns for credit **MUST** be approved by Shared Service Systems, Inc. (SSS) and have a RMA number prior to being returned. Any merchandise received without an approved RMA will be returned to the customer at their expense.
2. Notification of intent to return merchandise must be given to SSS **NO LATER than 30 days** after the original purchase date by calling SSS Customer Service. Stock merchandise returned after 30 days will be subject to a restocking charge. ***(Please call 3 to 5 days prior to your next scheduled delivery)***.
3. Where there appears to be a shipping error on your order, notification must be given to SSS within 48 hours of receipt. Shortages on shipments **MUST** be called to our attention **IMMEDIATELY** upon receipt.
4. SSS **DOES NOT** assume responsibility for lost or damaged product in transit for common carrier shipments. The delivering carrier accepts liability on receipt of shipment and will answer your claim for any loss.
5. Non-stock or Special Order items **MAY** be returnable **With Approval** from SSS buyer; restock and freight fees may apply.
6. Items returned will qualify for credit **ONLY** if they are in the original packing cartons and are unopened and undamaged. When the return for credit involves packaging that is damaged or leaking, the item should be destroyed by the customer **after approval** is given by SSS.
7. All items returned to SSS will be evaluated for credit upon receipt of the merchandise. SSS reserves the right to assess a restocking fee subject to:
  - a. The condition of the goods being returned
  - b. Circumstances under which the items were returned (i.e. customer overstock, customer ordering error)
  - c. Customer proof of purchase from SSS
  - d. Individual customer requested items
8. Any item(s) not eligible for credit from the Manufacturer will not be credited by SSS.

### PROCEDURE

1. When requesting the return of an item(s), the customer should call SSS and ask for the Customer Service Department.
2. When contacting Customer Service regarding returned merchandise, please be prepared to provide the following information:
  - a. Account number and the name of facility
  - b. Name and phone number of the individual requesting the return
  - c. Original date of the purchase and invoice number
  - d. Description and stock number of the item(s) being returned
  - e. Reason for the return
3. Once the SSS Customer Service Representative completes the Return Materials Authorization Request and secures proper return for credit approval, the green RMA form is forwarded to the SSS route delivery person and they will pick up the product to be returned at the time of the next scheduled delivery after SSS receives authorization from the Manufacturer. If the customer returns the product via a common carrier, a Return Materials Authorization Request Form will be mailed to the customer. The customer must **PREPAY** the shipment being returned to SSS unless it is due to shipping error; customer will be advised on method of return.
4. After approval, credit will be issued to the customer's account and a copy of the credit memo will be sent to the customer's accounting department. If the customer does not see the credit on their monthly statement, they should notify the Accounts Receivable Department at SSS **DO NOT DEDUCT FROM PAYMENT!!!**