

RETURNED GOODS AUTHORIZATION POLICY & PROCEDURE (RGA)



Revision
L. McAlpin

Date
3-9-06

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Purpose	To define the rules for issuing Returned Goods Authorization (RGA), and the steps for processing the receipt and disposition of returned goods.
Scope	Applies to the authorization to return and the receipt and inspection of returned goods.
Responsibility	The Customer Service Manager is responsible for the proper implementation and administration of this procedure.
RGA Approval Procedure	<p>In all circumstances, this policy will be adhered to and will ensure Kewaunee's efficient handling and disposition of goods.</p> <ol style="list-style-type: none">1. Kewaunee's written approval must be obtained prior to the return of any merchandise. Returns without an RGA Number will be refused and returned at the shipper's expense.2. This written approval will be in the form of a RGA Form and a copy must be returned with the merchandise.3. All returns must be shipped via the method specified on the RGA or delivery will be refused. Kewaunee will pay freight on RGA's marked freight collect. The customer is responsible for payment of freight on RGA's marked freight prepaid.4. All packages must be clearly marked with the RGA number.5. All merchandise must be returned no later than 45 days from the RGA date. No credit will be issued for items returned more that 45 days after the RGA date. If items are returned more that 45 days after RGA date, delivery will be refused at our receiving dock.6. Return for credit will not be allowed if it has been more than 120 days after the original invoice date.7. No credit will be issued for items returned in excess of RGA quantities or not on RGA.8. Transportation costs must be paid by the customer returning merchandise and all risks of loss or damage of goods in transit are the responsibility of the customer. No credit will be issued for product received damaged.9. Items shipped due to Kewaunee's error or misinterpretation, entering, or filling of an order are returnable, transportation collect. Product must be properly packaged for return for full credit to apply.10. Material rejected by the customer due to a valid Kewaunee quality problem is returnable, transportation collect, for full credit or replacement under the product warranty.11. Items shipped due to customer error, may be approved for return for credit, subject to the limitations and provision as follows:

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Limitations and Provisions

- A. If Kewaunee approval is granted, credit for accepted returned goods will be issued in the amount of the unit price paid less a restocking charge. Any waiver of restocking charge must be approved by the Customer Service Manager, Director of Sales, the General Manager or designee.
 - B. The materials must have been purchased within a period not more than 45 days prior to the return request. No return will be accepted for merchandise over 120 days old.
 - C. Product must be a current Kewaunee price list item. Discontinued product is not subject to return. No return will be accepted for special manufactured product.
 - D. If an item returned is found to be in unsaleable condition, the customer may elect to have the items returned back to the customer or destroyed by Kewaunee. If returned, the customer will be responsible for freight charges to return. The decision must be made within 15 days after advisement by Kewaunee. No credit will be issued.
12. All demo units being returned to the factory must be returned via this RGA procedure.
 13. RGA's must be approved by the General Manager or designee.

RGA Processing Procedure

1. The Customer Service Representative receives a request to return merchandise from a customer.
2. The Customer Service Representative completes an RGA and forwards to the appropriate person for approval.
3. After approval has been obtained, the Customer Service Representative emails the RGA and the RGA policy to the person who requested the return and at the same time emails a copy to the Receiving Department.
4. Receiving is notified that this RGA is being delivered. Receiving verifies that this RGA is approved for return. If unauthorized, receiving will refuse delivery of the shipment.
5. Receiving verifies that the return was made via the correct shipping method. If not, Receiving will refuse delivery of the shipment.
6. Receiving receives the merchandise from the freight carrier noting any visual damage to product or cartoning on the freight carrier's delivery receipt and RGA. **All cartoning must remain with product until final disposition.**
7. Receiving verifies contents of return, itemizing by catalog number, quantity, and number of packages/cartons received. Customer Service is to be notified of any shortages immediately. Customer Service will then notify the customer in writing of the shortage on the return. No credit will be issued for overages (items returned in excess of RGA quantity or items not on RGA).

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8. Receiving writes receiving information on original RGA. Receiving makes a copy of the RGA to retain for receiving records and forwards a copy to Production Control, Accounting, Engineering, and Customer Service.
9. Receiving forwards the product to the RGA area and original RGA/receiver to Quality Control.
10. Before the end of the next business day after receipt of the return:
 - A. Quality Control will evaluate the product to determine if the goods are in saleable condition.
 - B. Quality Control will note whether the goods are in saleable condition on the original RGA, authorize removal from the RGA area, and forward original RGA Customer Service.
11. If an item, when returned is found to be in unsaleable condition, Production Control will notify Customer Service and Customer Service will contact the Customer for disposition. The customer must make the decision within 15 working days of advisement by Kewaunee Scientific. Customer Service will notify Production Control what to do with the product.
12. If authorized and in saleable condition, credit will be issued for the returned.

Example of on-file Returned Goods Authorization form follows.

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Sample Form Page 1

Printed: 11/13/02
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Customer Satisfaction Request

10:16:58

865545001

CSR Date: 10/29/02 Symix Order: 8655451

Invoice To: CAPITAL FURNITURE (8171820) Ship To: CAPITAL FURNITURE 0)
 5155 BLALOCK 5155 BLALOCK
 HOUSTON, TX 77041 HOUSTON, TX 77041
 Pur Ord: 20029022 Contact: ROB JORDAN
 Salesman: 2822 RYAN AND ASSOCIATES Phone: 713-690-8325
 Ship Via: 14D SEE BELOW Attachment: yes

SITUATION

The 2 maple tops for this order were received in an unacceptable condition, the following conditions visible on the top sides. Photographs provided via email show stained tops. RGA will be required for the stained tops. They can be reworked by the factory.

RECOMMENDATION

Send (2) ZA554501 Maple tops.
RGA the damaged tops.

Approved by G.M. _____ GPV _____ Date: 10-29-02

Line	Item	Description	RESPONSE ORDER ITEMS OrdQty	Tot Cost	Tot Price
1	CSR	CUSTOMER SATISFACTION REQUEST			
2	ZA554501	WORKSURF,MAPLE,36 X 60 BNCH REPLACING DAMAGED MAPLE TOPS. SHIP BESTWAY.	2.00	293.506	0.000

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Sample Form Page 2

KEWAUNEE SCIENTIFIC CORPORATION Return Goods Authorization RGA: 865545001
PO Box 1842
Statesville, NC 28687

Ph: 800-824-6626 Fax: 800-624-5536
email: butch.velasquez@kewaunee.com

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Ret by: JOHN PALMBERG RetVia: SEE BELOW OrgOrder# 8655450
Cust : CAPITAL FURNITURE
Cust #: 8171820 Prepaid: Init By : Butch Velasquez
Rep # : 2822 Collect: X Auth by : Butch
Phone : 713-690-8325 FOB DESTINATION CSR# 865545001
PrepDte: 10/29/02 RstckFee: no

COMMENT

(2) MAPLE TOPS WERE STAINED AND UNACCEPTABLE PER THE
CUSTOMER. RETURN FOR EXCHANGE.
SHIP VIA BESTWAY BACK TO LOCKHART FACTORY.

RETURN ITEMS			
Line Item	Description	RetQty	Total
1000 ZA554501	WORKSURF,MAPLE,36 X 60 BNCH RETURN FOR EXCHANGE. SHIP BESTWAY BACK TO LOCKHART FACTORY.	2.00	0.000
RGA Total		CREDIT	0.00

ITEMS MUST BE RECEIVED IN SALEABLE CONDITION FOR CREDIT TO APPLY!

Approved by: _____ GPV _____ Date: 10-29-02

Replacement Order# 8655451

Returned for: Credit Repair Exchange XXX Other

=====INSPECTION PURPOSES - For Kewaunee Use Only=====

Inspected by: _____ Date: _____

Disposition: _____

RECEIVING PURPOSES

Receiving # _____ Date Received: _____

Rec Complete _____ Rec'd Initials: _____

Shipped via: _____

Visible Freight Damage: _____

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credit, subject to
provisions as follows:

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the limitations and

KEWAUNEE SCIENTIFIC CORPORATION Return Goods Authorization RGA: 865545001
PO Box 1842
Statesville, NC 28687

Ph: 800-824-6626 Fax: 800-624-5536
email: butch.velasquez@kewaunee.com

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LIMITATIONS AND PROVISIONS:

- A. If Kewaunee approval is granted, credit for accepted returned goods will be issued in the amount of the unit price paid less restocking charge established at the time of request. Any waiver of restocking charge must be approved by the Customer Service Manager or designee.
- B. The material must have been purchased within a period not more than 45 days prior to the return request. No return will be accepted for merchandise over 120 days old.
- C. Product MUST be a current Kewaunee Scientific price list item. Discontinued product is not subject to return. No return will be accepted for special manufactured product.
- D. If an item returned is found to be in unsaleable condition, the customer may elect to have the items returned back to the customer or destroyed by Kewaunee. If returned, the customer will be responsible for freight charges to return. The decision must be made within 15 days after advisement by Kewaunee. No credit will be issued.