

## Western Marketplace Vendor Returns

Vendor	Damaged Goods	Duplicate Order	Customer Service	Contact Rep
Ace Hardware	Vendor pays	Vendor pays	(360) 933-4686-Amy Zweller	<a href="mailto:bellinghamacehardware@gmail.com">bellinghamacehardware@gmail.com</a>
Apple, Inc.	Vendor error they pay; customer error we pay	Vendor error they pay; customer error we pay	(800) 800-2775	Randy Wright: 1-512-674-2685: rwright@apple.com
B&H	Vendors pays	Vendor error they pay; customer error we pay	(800) 221-5743 or (800)942-8214 miriamf@bhphoto.com andrewz@bhphoto.com	Miriam Friedman: miriamf@bhphoto.com Andrew Zeitz:andrewz@bhphoto.com
CDW	Damaged packages should be refused upon delivery or contact customer relations. Customer pays for shipping cost and of replacement/exchanges.	Customer pays	(866) 782-4239 <u>or</u> returns@cdwg.com	Melissa Neuman: 877-698-5223: melineu@cdwg.com
Commercial Office Interiors	Call vendor and they will work with us using the manufacturer's warranty	Vendor confirms order to avoid this issue	(206) 577-5792 <u>or</u> stinnetta@coiseattle.com or Jaquelyn Kulish (206)448-7333	Toni Stinnett: 253-314-1396: stinnetta@coiseattle.com
Connection (previously GovConnection)	Damaged packages should be refused upon delivery. If damaged package is accepted, carrier should note on receipt. Any hidden or internal damage must be reported within 7 days of receipt.	Customer error we pay return freight, a 15% restock fee, and we would generate an RMA and return instructions so the credit would be applied to the correct amount. Vendor error they will provide a prepaid return label and full credit would be applied.	(888) 213-0259 <u>or</u> customer@govconnection.com	Tom Kearney: 800-800-0019 x75524: thomas.kearney@connection.com
Dell	Vendors pays and will issue a credit or exchange	Call with order number and vendor will send return shipping label	(800) 433-9014	Elizabeth Bromley: 512-513-9086: Elizabeth.Bromley@dell.com
Fastenal	Vendors pays	Vendor Pays	(360) 715-1804 Customer Service,	Eric McKenna: 507-494-3812: emckenna@fastenal.com
Fisher Scientific	Vendors pays for return in original box	Vendor error they pay freight; customer error we pay freight	(800) 766-7000	Robin Dyche: 206-214-7438: Robin.Dyche@thermofisher.com

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Grainger	Depends on product	Vendor error they pay freight; customer error we pay freight	(877) 202-2592 <u>or</u> eprocustomercare@grainger.com	Jesse Aguilar: 425-231-9768: Jesus.Aguilar@grainger.com
Hardware Sales	Vendor pays freight. If it is a stock item, you may refuse delivery and send items back with the driver.	Vendor pays freight. If it is a stock item, you may refuse delivery and send items back with the driver.	<a href="mailto:Amy.m@hardwaresales.net">Amy.m@hardwaresales.net</a>	Amy Mullen: Amy.m@hardwaresales.net
Keeney's	Vendor pays and picks up	Vendor pays and picks up	(877) 743-7252 <u>or</u> (425) 556-1734	Jill Cooper: jillc@keeney.com
Medline	View Medline return page <a href="http://www.wvu.edu/bservices/eprocure/returns-medline.shtml">http://www.wvu.edu/bservices/eprocure/returns-medline.shtml</a>	View Medline return page <a href="http://www.wvu.edu/bservices/eprocure/returns-medline.shtml">http://www.wvu.edu/bservices/eprocure/returns-medline.shtml</a>	(800) 307-8386	Joe Abbott: 206-412-2198: Jabbott@medline.com
NewEgg	Call for an RMA and prepaid shipping label	Customer error, we pay return shipping but do not pay restocking fees	888-482-6678	Patrick Cho (626)271-1321 X:22547 Patrick.P.Cho@neweggbusiness.com
Office Depot	Vendors pays for return	Vendor error they pay; customer error we pay	(888) 777-4044	Austen Cousans: 206-457-7154: austen.cousans@officedepot.com
Open Square	Vendor Error, they pay for return	Watch incoming orders to avoid duplicates, Vendor error they pay, if order is wrong vendor pays return	(206) 768-8000	Robyn Walker: 206-768-1586: rwalker@open-sq-com
Staples (previously Coastwide)	Call vendor and they will replace at no charge	Vendor pays	888-200-0656	
VWR Int'l	Inspect shipment on delivery. If damaged, show driver and have him note on receipt; if damage is noticed after box is open, request an inspection within 24 hours of delivery. Vendor reserves the right to repair damaged product where applicable before replacement or credit is issued.	Customer error we pay 15% restock fee; vendor error no charge	(800) 932-5000 <u>or</u> Contact Us link or Click to Chat button	Lauren O'Sullivan: 630-524-8136: Lauren.OSullivan@VWR.com

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Waxie	Vendor error, the pay for return, if something is salvageable you can keep no charge	No charge return	Hannah Cho: 425-291-1700: hcho@waxie.com	Hannah Cho: 425-291-1700: hcho@waxie.com
Workpointe	They receive product first so they take care of damage before it gets to us	They do their best to avoid this, but it would be on a case to case basis to resolve in the most fair way	206-763-4030	Kylee Westmark: 206-774-6884: Kylee@workpointe.com

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Other Info
30 day return policy; power tools that have gas/oil need to go through warranty, but Ace will assist with the process
30 day return policy; must be unopened, Apple Return form must be filled out
30 day no questions asked return policy
15 day return policy
No return policy
30 day return policy; returns are subject to a 15% restocking fee and return must be approved
30 day return policy; software may not be returned
Unopened and unused, no charge, but would like explanation.
10 day return policy; must be in original box

## Western Marketplace Vendor Returns

Sold on a "Final Sale" basis. No cancellations, returns, refunds, or credits allowed
Deliveries are made on Tuesday and Thursday. If you want additional stock items, please email <a href="mailto:Debbie.Kirpatrick@wwu.edu">Debbie.Kirpatrick@wwu.edu</a> .
30 day return policy; pickup up Monday and Wednesday
Products must be returned within 90 days of purchase.
Each product has a defined Warranty and Return policy. Usually a restocking fee applies on returns.
30 day return policy; special orders may not be returned or exchanged
60% re-stocking fee if customer is at fault; can make order changes for about three day period after order is placed; if order is made wrong vendor pays for return
30 day rerun plociy; subject to a 15% restocking fee (closed cases only if item is not sold as a separate unit)
60 day return policy; subject to a 15% restocking charge; customer is responsible for all transportation fees

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Most returns 30-90-days, Chemicals may have a different return policy call for information. Special orders are 25% restocking fee

Products are made to order; make exceptionf for certain situations; 5-day if they had to set a policy for returns