

Western Marketplace Vendor Returns

| Vendor | Damaged Goods | Duplicate Order | Customer Service | Contact Rep | Other Info |
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| Ace Hardware | Vendor pays | Vendor pays | (360) 933-4686-Amy Zweller | bellinghamacehardware@gmail.com | 30 day return policy; power tools that have gas/oil need to go through warranty, but Ace will assist with the process |
| Apple, Inc. | Vendor error they pay; customer error we pay | Vendor error they pay; customer error we pay | (800) 800-2775 | Todd Woiwode toddw@apple.com | 30 day return policy; must be unopened, Apple Return form must be filled out |
| 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 800-947-8003 | Miriam Friedman: miriamf@bhphoto.com Andrew Zeitz:andrewz@bhphoto.com washington@bhphoto.com | 30 day no questions asked return policy |
| Bay City Supply | Damaged goods can be returned for a complete replacement or refund if delivered by Bay City. | Duplicate orders can be returned to Bay City Supply for a credit. | Customer Service 360-671-7400 | Sales Rep: Franz Johnson franzj@baycitysupply.com | |
| CDW-G | 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 | Melissa Neuman: 877-698-5223: melineu@cdwg.com | 15 day return policy |
| 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 | Katherine Houser houserka@coiseattle.com and Kimberly Clark clarkk@coiseattle.com | No return policy |
| 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 or customercare@govconnection.com | Tom Kearney: 800-800-0019 x75524: thomas.kearney@connection.com | 30 day return policy; returns are subject to a 15% restocking fee and return must be approved |
| Dell | Vendors pays and will issue a credit or exchange | Call with order number and vendor will send return shipping label | (800) 433-9014 | Hailey Rust: 512-513-0951 hailey.rust@dell.com | 30 day return policy; software may not be returned |
| Fastenal | Vendors pays | Vendor Pays | (360) 715-1804 Customer Service | Jordan Riddle-FM | Unopened and unused, no charge, but would like explanation. |
| Fisher Scientific | Vendors pays for return in original box | Vendor error they pay freight; customer error we pay freight | Customer Service (800) 766-7000 | | 10 day return policy; must be in original box |
| Grainger | Depends on product | Vendor error they pay freight; customer error we pay freight | (877) 202-2592 or eprocustomecare@grainger.com | Jesse Aguilar: 425-231-9768: Jesus.Aguilar@grainger.com | Sold on a "Final Sale" basis. No cancellations, returns, refunds, or credits allowed |
| Keeney's | Vendor pays and picks up | Vendor pays and picks up | (877) 743-7252 or (425) 556-1734 | Jill Cooper: jillc@keeney.com | 30 day return policy; pickup up Monday and Wednesday |
| Medline | View Medline return page http://www.wvu.edu/bseervices/eprocure/returns-medline.shtml | View Medline return page http://www.wvu.edu/bseervices/eprocure/returns-medline.shtml | (800) 307-8386 | Rachel Ford rford@medline.com Sarah Bixler sbixler@medline.com | Products must be returned within 90 days of purchase. |
| 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 | Each product has a defined Warranty and Return policy. Usually a restocking fee applies on returns. |
| Office Depot | Vendors pays for return | Vendor error they pay; customer error we pay | (888) 777-4044 | Lauren Etherton 425-894-5994 Lauren.Etherton@officedepot.com | 30 day return policy; special orders may not be returned or exchanged |

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| 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 | Sheila Elliott sellriott@open-sq.com Michael Bell 206-499-5848 mbell@open-q.coms | 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 |
| Staples Advantage | Call vendor and they will replace at no charge | Vendor pays | 888-200-0656 | Cheryl Sandman Cell: 949-500-3196 Cheryl.sandman@staples.com Cust.Serv. 877-826-7755 | 30 day return policy; subject to a 15% restocking fee (closed cases only if item is not sold as a separate unit) |
| 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 | Matthew Munson 331-210-3633 matthew.munson@avantorsciences.com | 60 day return policy; subject to a 15% restocking charge; customer is responsible for all transportation fees |
| Waxie | Vendor error, they pay for return, if something is salvageable you can keep it, no charge | No charge return | Hannah Cho: 425-291-1700: hcho@waxie.com | Hannah Cho: 425-291-1700: hcho@waxie.com | Most returns 30-90-days, Chemicals may have a different return policy call for information. Special orders are 25% restocking fee |
| 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 | Jodi Knight jodi@workpointe.com Matt Arnold matt@workpointe.com | Products are made to order; make exceptions for certain situations; 5-day if they had to set a policy for returns |