Vendor	Damaged Goods	Duplicate Order	Customer Service	Contact Rep	Other Info
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 Customer Service 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 or returns@cdwg.com	Melissa Neuman: 877-698-5223: melineu@cdwg.com	15 day return policy
Commercial Office Interiors/Insidesource	Call vendor and they will work with us using the manufacturer's warranty	Vendor confirms order to avoid this issue	206.819.5412 or Emily Jew ejew@insidesource.com Kimberly Clark clarkk@coiseattle.com	Emily Jew or Kimberly Clark ejew@insidesource.com or 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 and Lauren Puglisi lauren.puglisi@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	Kristen Powell 512-513-3392 kristen.powell@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	(800) 766-7000	Olivia Hair olivia.hair@thermofisher.com	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 eprocustomercare@grainger.com	Mike Juretschke (206) 833-5861 Michael.Juretschke@grainger.com CustomerSupport@grainger.com	Sold on a "Final Sale" basis. No cancellations, returns, refunds, or credits allowed
Keeney's/Bluespace Interiors	Vendor pays and picks up	Vendor pays and picks up	(877) 743-7252 or (425) 556-1734	Jill Cooper: jillc@keeneys.com Bailey Robinson BaileyR@keeneys.com Julie Kerr julie@bluespaceinteriors.com	30 day return policy; pickup up Monday and Wednesday
Medline	View Medline return page http://www.wwu.edu/bservices/eprocure/returns-medline.shtml	View Medline return page http://www.wwu.edu/bservices/eprocure/returns-medline.shtml	PSM 855-294-9618 PSMCustSupport@medline.com	Hailey Villiers 206-482-7053 Hvilliers@medline.com Amanda Lopez 855-294-9618 amlopez@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	Fabian Alston 626-271-1321 X 22546 fabian.a.alston@neweggbusiness.com	Each product has a defined Warranty and Return policy. Usually a restocking fee applies on returns.

Vendor	Damage Policy	Error Policy	Phone	Contact	Return Policy
Office Depot	Vendors pays for return	Vendor error they pay; customer error we pay	(888) 777-4044	Christina Padilla 512-982-9616 christina.padilla1@odpbusiness.com	30 day return policy; special orders may not be returned or exchanged
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	Bri Smith 206-741-8178 bsmith@open-sq.com Ann de Bruin 206-468-6687 adebruin@open-sq.com	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	Susan Brunelle susan.brunelle@staples.com supportsa@staples.com Cust.Serv. 877-826-7755 Cheryl Sandman cheryl.sandman@staples.com	30 day retun polciy; 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 or Contact Us link or Click to Chat button	Dena Escoboza 951-539-7158 dena.escoboza@avantorsciences.com Customer Service 800-932-5000	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	Products are made to order; make exceptions for certain situations; 5-day if they had to set a policy for returns