

Receipt and Return of Goods

Policy/Procedure

All goods received by the Dickinson College (the “College”) Mail Center or directly by a department must be inspected and verified immediately against the Purchase Order or against another receiving document such as an electronic receipt (preferred method), bill of lading, approved invoice for payment, or proof of delivery.

The purchasing employee is responsible for contacting the merchant when the goods purchased are not acceptable (incorrect, defective, etc.) and arranging a return for credit or an exchange. Credit must be returned according to the method of purchase (i.e. purchases made on a Purchasing Card must be credited to the same card). Accepting cash or personal checks to resolve a credit is prohibited.

Defective Goods

It is the policy of the College not to accept defective goods. When defective goods are detected while the carrier is present, the bill of lading or other receiving document must not be signed or otherwise marked as received.

When defective goods are not discovered until the package is opened, and after the carrier is gone, the goods must be kept as is until the supplier claim inspection has been made or the supplier concurs.

Warranties

It is the requisitioning department’s responsibility to record warranties with the supplier, as applicable. In the event service is required during the warranty period, the requisitioning department is responsible for contacting the supplier.

Related Information

Deliveries and Solicitation Policy (College-Wide)
FAS Mail Center (Campus Operations)
Procurement of Goods and Services
Invoice Processing
Procurement Authorizations
Purchasing Card
Purchase Order Terms and Conditions

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| History/Revision Information |
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Responsible Office/Division: Financial Operations

Effective Date: October 2012

Last Amended Date:

Next Review Date: Annually in June

Also Found In: