Return Procedures for Catalog Requisition Vendors

Below are the procedures for returning items purchased through the catalog requisition process.

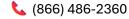
Note:

- Please refer to the vendor's return policy on their website before proceeding with a return.
- Except for The Supply Room, the vendors will issue a credit memo for the returned item, which will be applied against the invoice.
- When processing a return, you will need to have the purchase order (PO) number and item details available when contacting the vendors.

Amazon

To initiate a return with Amazon, contact customer service by phone or via the website.

1. Call Customer Support:



2. Via Amazon Business Account:

Log in to your Amazon Business account, locate your order, and request a **Return Merchandise Authorization (RMA)**.

3. Bring the item to an authorized Amazon return location.

Staples

To initiate a return with Staples, contact customer service by email or phone.

- 1. Email:
 - Support@StaplesAdvantage.com
- 2. Call:
 - 1-877-826-7755
- 3. Staples will arrange for someone to pick up the item from you directly.

Grainger

To initiate a return with Grainger, contact customer support by phone or email.

1. Call:

1-800-GRAINGER (1-800-472-4643)

2. Email:

- CustomerSupport@grainger.com
- 3. You can choose to ship the items back or return them to the local branch.

The Supply Room

To initiate a return with the Supply Room, contact customer service by phone or email.

1. Call:

1-804-412-1200

2. Email:

customerservice@thesupplyroom.com.

3. The Supply Room will arrange for someone to pick up the item from you directly.

B&H Photo

To initiate a return or exchanges with B&H Photo, contact customer service by phone by email.

1. Email:

virginia@BHphoto.com and copy rgriffin@bhphoto.com

2. Call:

Rachel Griffin 1-212-239-7500 x 2158

3. B&H will provide return shipping instructions.

Avantor/VWR

To initiate a return with Avantor/VWR, contact customer service by phone or via the website.

1. Call:

1-800-932-5000

2. Email:

customerservice@avantorsciences.com

3. Website: use the Click-to-chat" feature https://www.avantorsciences.com/us/en/

4. Avantor/VWR will provide return shipping instructions.

Fisher Scientific

To initiate a return with Fisher Scientific, contact customer service by phone or via the website.

1. Call:

1-800-766-7000 option 2

2. Website: Returning an Order

3. Fisher Scientific will provide return shipping instructions.