

## 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.
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### Amazon

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

1. **Call Customer Support:**

 (866) 486-2360

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.

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### Staples

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

1. **Email:**

 [Support@StaplesAdvantage.com](mailto:Support@StaplesAdvantage.com)

2. **Call:**

 1-877-826-7755

3. Staples will arrange for someone to pick up the item from you directly.

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### 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](mailto:CustomerSupport@grainger.com)

3. You can choose to ship the items back or return them to the local branch.

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## 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](mailto:customerservice@thesupplyroom.com).
  3. The Supply Room will arrange for someone to pick up the item from you directly.
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## 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](mailto:virginia@BHphoto.com) and copy [rgriffin@bhphoto.com](mailto:rgriffin@bhphoto.com)
  2. **Call:**  
 Rachel Griffin 1-212-239-7500 x 2158
  3. B&H will provide return shipping instructions.
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## 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](mailto: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.
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## 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.