Central Receiving
Guidelines for Returning Merchandise

Objective: To better manage controls for returning merchandise and/or equipment designated as outbound package shipments from Central Receiving. To assure that Central Receiving is able to service all departments, the following guidelines will be utilized when the return of merchandise and/or equipment to the vendor is necessary.

Guidelines:

1. Determine how item(s) was purchased:
   - If purchased with a “P” prefix, contact your buyer. Procurement Department is responsible for initiating and monitoring purchase order.
   - If purchased with an “L” prefix or Procurement Card (P-Card), the department is responsible for initiating the return.

2. Departments will be responsible for having their packages properly packaged and wrapped with a correct address label attached.

3. Maximum weight per package: 150 lbs

4. Maximum size per package:
   - 108” maximum length, with 130” maximum combined length and girth
   - Packages less than 30 lbs but between 84 and 130” in combined length and girth are considered oversize and charged as a 30 lb package.

5. Carriers do not deliver to P.O. Box addresses.

6. Central Receiving service can be used only for carrier ground service (no "Second Day Air" shipments) to the 48 continental United States.

7. C.O.D. shipments cannot be arranged through Central Receiving.

8. Hazardous chemicals or radioactive materials cannot be shipped through Central Receiving.

9. Departments must provide a complete description of items being shipped. Departments must be able to document the value of the item shipped should the need arise to file a damage or loss claim.

10. Central Receiving will not be responsible for damages or loss incurred during package shipment, but will assist the sender in filing a claim with the private carrier.