



## Notes on Shipping Returns to the Warehouse

### All Returns

- All items that will fit are to be placed into totes; heavy items on the bottom, light items on top.
- Remove ALL labels from the tote.
- Make sure the tote is closed properly and has a plastic packing slip with an itemized invoice. There should not be over 20-30 items or whatever fits in a tote nicely.
- If practical, separate chemicals from other products to avoid damage from potential spillages.
- See separate procedure for transporting batteries.
- **NEVER** mix different types of returns in a tote (i.e. do not mix new with defects, cores with defects etc.)
- 1 invoice per tote.
- If the tote weighs more than 35 lbs. please place a **HEAVY** sticker on the tote.
- Should the item not fit into a tote, attach the invoice in a packing slip to the part.
- **NEVER** send parts back as a New Return if they have been installed.
- Items should be in the original packaging and in QSETS, (e.g. Felpro gaskets are **NOT** returnable if opened).
- If required, attach TDG form to tote (see separate process).
- Should you return an item that is a **Price Record Only** in Parts Handler which is in a stock line, the part must be created before sending it back to #030.

SEND RETURNS BACK AS YOU WOULD LIKE TO RECEIVE THEM.

### Core Returns

- Ensure that cores are returned to the original place of purchase, if not sourced through the warehouse (EX: DNS/Regional, etc.)
- Ensure cores are clearly labeled and not mixed with other returns.
- Cores can be placed in Buckhorns neatly.
- Make sure that all liquids have been removed from cores before shipping. This is deemed as Hazardous waste.
- See separate procedure for transporting batteries.



### **Defect Returns**

All defects require a warranty tag or form that needs to accompany the part. Put as much detail onto the return form as possible. Again make sure defects are not mixed with other returns.

**ALL** defects should be returned as a warranty to ensure they are analyzed correctly. This means the part must be removed from stock before creating the Pick Ticket.

See separate procedure for returning batteries.

### **IT/Cabling Returns**

IT and cabling supplies that are returned to Cornwall should not be billed back to 030 as they are store 009's (HQ's) stock. A pick ticket with just a message on can be used as a tracking aid only. IT or cabling will supply credits where necessary.

### **Scrap Metal**

Scrap metal must be returned to 030 in a special bin - **DO NOT USE BUCKHORNS OR TOTES** as they may be damaged by the weight.

Bill back as MIS SCRAP, value \$1.

### **Fire Extinguishers**

See separate procedure.