



**DISTRIBUTION  
SERVICES**

# Return Material Authorization Request Form

Campus Name:		
Campus Contact Name:		Ph#
Address:		
City:	State:	Zip:
<b>Budget Unit#</b>		
Account#		Signature:

**Return Reason Codes**

#1 Incorrect Item Shipped	#5 Order Error - System
#2 Duplicate Order	#6 Order Error – Vendor
#3 Defective/Damaged	
#4 Order Error - Customer	Other (Specify in Comments)

Qty:	Item/Catalog #	Requisition #	Order Date	Unit Price	Return Date	Return Reason Code

Comments:

Form Submittal Instructions

E-mail this form to [Distributionseivices@springisd.org](mailto:Distributionseivices@springisd.org),  
Before submitting the completed form, please read the RMA policies provided on page 2.

## Distribution Services RMA Policies

### Return Policy

It is Distribution Services policy to accept material for return only when that material is accompanied by a valid Return Material Authorization Request Form (RMA). No material may be returned to Distribution Services by a campus without prior written authorization in the form of a RMA which has been issued by Distribution Services expressly for the material to be returned. This RMA will be issued at the sole discretion of Distribution Services. Except with respect to defective items, returned material must be in its original sealed cartons. Material shipped without an authorizing RMA number will not be received by Distribution Services. All requests must be made within 7 days of original shipments.

### Defective Damaged Inventory

Prior to returning defective material, the RMA Request Form must be submitted to and approved by Distribution Services. Distribution Services will issue specific instructions as to the disposition or return of defective material. Material returned as defective but found to be in good working order will receive no credit and will be returned to the sending campus. The customer may contact Distribution Services with any questions at 281-891-6480

### Campus Order Errors

The sending campus will submit the completed RMA form to the [DistributionCenter@springisd.org](mailto:DistributionCenter@springisd.org) address no later than 7 days from delivery of the product. Item must be in its original package and unused. Failure in complying with these policies can result in non-approval of return.

### Incorrect Items Shipped

When items are shipped incorrectly, please notify Distribution Services at [DistributionCenter@springisd.org](mailto:DistributionCenter@springisd.org) within 7 days of the delivery. In the event of a shipping error the warehouse will investigate what happened and ship out the replacement and pick up the wrong item.

### Other/Comments

Please feel free and add any notes to this section if you are unsure of what category the error belongs in. It is our goal in Distribution Services to provide the highest quality of service that will allow our campuses to succeed. If you have any suggestion, please add them in this box.