

# Return Process Guide 2025

Need to make a return or report a problem with your order? Use the following steps:

- Locate the items for return, and have staff bring them to your location.
- Clearly label the packaging and hold the items in a secure location.
- Fill out the [Google Form](#) to notify us of the issue.

## How to fill out the Google Form:

You will need the following information to complete the form accurately.

- Return contact– who should be notified of the determination in this request?
- Original order information, including Purchase Order or Requisition number, estimated receipt date and item information.

Identify if you are reporting a discrepancy, need a return or have a Warranty Issue:

**Discrepancy** is when the quantity you received does not match your packing slip, what you received does not match your order, or items were damaged in transit.

**Returns** are for a user error when ordering or you are unsatisfied with an item you received.

**Warranty** returns are when an item is damaged after use during the warranty period.

**Discrepancy Reporting** you will need to identify the type of discrepancy you are reporting.

If you received a quantity or item that does not match your packing slip or order, be prepared to provide an accurate count or description of what you did physically receive.

- Request an Action:
  - Refund/ Credit: You request to cancel the missing items for a credit.
  - Replacement: You would like the vendor to ship the missing items or replace damaged or incorrect items.
  - Return: This is only if you receive extra items.
- If you have a copy of the packing list, any supporting documentation or photos (required for damaged orders) please upload them.

**Return Request** will require notification of the condition of the item and a reason for requesting the return. Please note that a \$50 return minimum applies to this section. You will be notified if your return request is approved.

**Warranty:** You should be able to provide the District ID number, if applicable and provide a Work Order number from the appropriate department which has previously reviewed the condition of the item. If the item is visibly damaged, please upload photos.

After you submit this form, Purchasing will reach out to you with the determination of your request and further instructions.

Questions? Reach out to us! You can contact your Buyer directly or email [receiving@cajonvalley.net](mailto:receiving@cajonvalley.net)

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