

## VM3COP03.05

### Customers Returning Goods on our UPS Account

When a customer requests a collection to return items (sent in error by Viamed or faulty goods) to us using our UPS account this has to be agreed by a Director.

1. Generate an SRS number, adding the reason for return and state the quantity and description of goods being returned. See VM3COP20.03 (Doc ID: 13703)
2. Send an issue to Goods Out requesting a UPS returns label to be generated. The issue must contain the SRS number, collection address, contact name and telephone number.
3. Scan the UPS label and email to the customer. The customer will need to print the label and stick to the packaging. The customer can then contact UPS on 0845 787 7877 to arrange a collection.
4. When asked, the customer can say they have an airway bill/tracking number as seen in the image below. UPS will usually collect on the next working day but the customer can arrange with UPS.

If the customer has ordered the incorrect goods and would like to send them back, the above procedure is still the same. However, when goods are returned we only credit the goods, no delivery charges are to be credited.

If the customer is returning the goods because they ordered incorrectly they will need to be charged for the return UPS. You will need an order number from the customer. If they agree, you will need to raise an order for the collection of £10.00 (UK) or use the UPS calculator (Export).

