



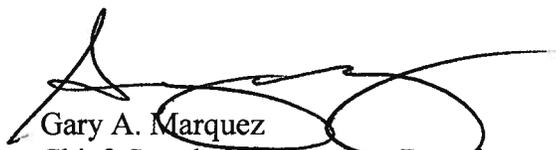
DATE: May 28, 2014
TO: NIH Supply Center and Self Service Store Customers
FROM: Gary Marquez
Chief, Supply Management Branch
SUBJECT: SMB Policy 14-08, Customer Returns

Customers may return supplies purchased from the Gaithersburg Distribution Center (GDC) or the Self Service Store for return credit for the following reasons:

- a. Received wrong item
- b. Received item and no longer need or doesn't meet requirements
- c. Received item which is damaged

Customers will have up to 7 working days to inform the GDC or Stores that they have an item which must be returned for credit and have up to 14 business days to physically turn the items into either the Stores or to the GDC. Items returned must be accompanied with a NIH Form 230 or SMD/FRH-WHS Form 410 (see attachments) providing the items nomenclature, quantity and reason for return. Items turned in beyond 14 business days of receipt will not receive return credit but can be turned in to either the GDC or the Stores

If you have any questions regarding this notice, please contact the undersigned at 301-496-5744, or Mr. Eric Jones at 301-451-2072, or by email at: eric.jones@nih.gov. The Customer Service telephone number is (301) 496-9156/3395.


Gary A. Marquez
Chief, Supply Management Branch

Attachments:

1. NIH Form 230
2. SMD/FRH-WHS Form 410