



Returns Process

All invoice errors such as missing product, extra product, or wrong product should be noted on the ORIGINAL invoice to be corrected otherwise credit will not be approved.

If you are a Drop and Go customer, then you should call Customer Service **immediately** for corrections and instructions for return. A Delay in this process can result in inventory errors and the credit may not approved. If you are instructed to return the incorrect item, you must fill out a Return Request Form using return code **A**. Shipping Error. We need to know what you ordered and the invoice #, as well as what you received to correct the inventory.

For regular product returns you must fill out a Return Request Form (provided by Merchants Wholesale). A Return Request Form must be completed and sent with EVERY return, this includes items pulled by manufacturing reps such as ITG, Swedish Match, or RJR/RAI.

The form should be filled out COMPLETELY to ensure proper credit without delay. Please print clearly the date, store name, and your Merchants Wholesale customer number. Provide Merchants Wholesale Item #'s, a product description, UPC codes and any additional notes for the Returns Manager. Our drivers and sales reps are **not** responsible for completing the form or preparing the product for returns.

Please use the correct return code for each item. The codes are listed below.

- **A = Shipping Error (Must include original Invoice # and description of product ordered vs. received)**
Use this code if Merchants Wholesale sent you something different than what you were billed for. We need to know what you were billed for and what you received along with the invoice #.
- **B = Order Error** Use this code if you ordered the wrong item. The product must be in the original unopened packaging and cannot be expired.
- **C = Damaged** This code is used when the product is damaged beyond use. If there are cigarettes, please only return the damaged packs.
- **D = Out of Date** Please refer to the Date Codes Booklet and Non-Guaranteed List provided by Merchants Wholesale.
- **E = Other** Please explain the reason for the return.

Please combine all quantities of the same item and return code on one line like the example below.

Quantity Returned Purchase Unit	Retail /Each	Item # (REQUIRED)	Product Description (REQUIRED)	Return Notes (i.e. UPC's, Original Invoice #, etc.)	Return Code
2	4	210500	SKOAL Bandits Mint	073100011955	D

Provide the physical quantities of products. Do not use the decimal system.

Item numbers are important to ensure timely credit. Please note that promotional items will have a different item number than the original product number. If you cannot locate the item number, please provide the UPC code.

FAILURE TO ADHERE TO THE RETURNS PROCESS WILL RESULT IN LOSS OF CREDIT, RETURNED PRODUCT TO YOU, OR RESTOCKING FEES.