

## **2.24 Purchasing Complaints**

There are situations when vendors fail to comply with all the terms and conditions of purchase and/or do not respond to customer inquiries. Whenever such instances occur, a department has a legitimate complaint and should notify the University Purchasing Department by submitting a completed Purchasing Complaint Report (see [Section 3.10](#)).

The following are Examples of situations that warrant filing a Purchasing Complaint:

- Unauthorized substitution
- Poor quality
- Poor service
- Repair parts not available
- Failure to respond promptly to service calls
- Failure to meet specifications
- Late delivery

It should be understood that when a vendor has shipped merchandise as specified on the Purchase Order and has met with all the terms and conditions of purchase, they are in compliance with the purchase contract and are under no legal obligation to take merchandise back for credit or refund. It is common business practice for vendors to charge a restocking fee in instances where merchandise is returned through no cause or fault of the vendor.

The University Purchasing Department will contact the vendor, present the complaint and determine a resolution. If the complaint is in reference to a State Purchase Order, a buyer within the University Purchasing Department will forward the complaint report to the appropriate buyer at the State Office of Purchases for review and disposition. Campus departments will be subsequently notified of the action taken and the final resolution.