

Dietrich School Scientific Stockroom – DSS Stockroom Return Policy & Procedure

Updated: March 2023

The DSS Return Policy and Procedure has been formalized by the
Dietrich School of Arts and Sciences.

As of May 18, 2015 the Stockroom will **no longer accept** returns if they fall into the following categories:

1. Frozen or refrigerated items returned after 1 hour following delivery.
2. Opened chemical or chemical that is not in its original packaging.
3. Sterile product that has been opened.
 - a. If the outer package is all that has been opened, this can be an exception.
 - b. If the inner packaging is opened, items will not be accepted.
4. Expired material (Soon to be expired material will be evaluated upon return).
5. Products with a manufacturer or supplier seal that has been broken.
6. Products that is not in like new / re-sellable condition (will be evaluated upon return).
7. Any item not in its original packaging or purchase unit of measure.
8. Any items purchased over 30 calendar days ago.

If the incorrect item was received (not what was ordered), items were incorrectly ordered and/or any item that does not fall into one of the categories above may be returned.

The return process begins by submitting a [DSS eReturn Request Form](#) to the Stockroom for review. This can be done by going to the [Dietrich School Scientific Stockroom Forms & Policies](#) page and selecting the [DSS eReturn Request Form](#).

Someone from the stockroom will contact you short after regarding the status of your return. All returns will be inspected by Stockroom personnel upon physical return to the Stockroom. Please do not return your item prior to receiving email authorization or write on the outer box to assure the returned product can be resold. A return notification page will be emailed to you and must be printed and placed on the items to be returned. Then take the items to your receiving area or where you get your Stockroom deliveries from.

Still have questions regarding returning an item to the Stockroom?

Head on over to the Dietrich School Scientific Stockroom Information page and searching the [DSS Frequently Asked Questions](#) (FAQs) for your topic or if you have any questions or doubts as to the returnability of an item, please contact the Stockroom's personnel for assistance:

Dietrich School Scientific Stockroom
(412) 624-8551
stockroom@pitt.edu