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## **POJA RETURN POLICY (1-4-2021)**

POJA members and customers. It was discussed at several POJA meetings the need to modify POJA's overly liberal returns procedures and policies. Effective immediately warehouse staff will be validating all returns to POJA. The effect will be as follows:

1. New product purchased over 90 days in the past will be returned to the member or customer to be held onto until the annual stock adjustment. (60 days was discussed as best all around, but we will see how 90 goes and adjust from there if and when necessary)
2. Special orders from POJA vendors must also be returned with stock adjustments including Cardone pickups in Philadelphia,
3. Defective and new returns for product in which the member/customer has a direct account with the same manufacturer will not be processed by POJA, please return them directly to the manufacturer you have the account with.
4. UAC (air conditioning line)-ALL returns must be written up separate on separate paperwork from all other returns to POJA. This is due to us being a fee warehouse for them and their new procedures they want us to follow for processing returns at the warehouse.
5. Stock Adjustments must be approved by Glen/Robert before sending the product back to the warehouse and must be limited to the dollar amounts allowed. If we have extra room for additional returns once we get back everyone's first wave, we will let everyone know so we can help those that need extra allowance.

It has also been discussed having separate return days for Cores and Defects, however that isn't always the best for members and customers. The issue is cores and defects not being marked with the bright orange and yellow stickers and thus being occasionally put on the shelf instead of going to our return room. Please let your people know to be more vigilant about using the stickers if you think they might have gotten out of the habit of using them and we can avoid