GAME ONE RETURNS CHECKER Is the customer requesting The request does not NO Defective the return within the meet the Game One Product 30-day returns window? **Return Policy.** YES Enter an MA claim and Returns Dept let rep know they can For defective products, fill out Is the cost more than NO enters Sports, pick up the product from the Vendor Returns form on \$100? Inc Quick the customer. No call tag SalesDeck will be issued. Complete Claim a rep charge order. YES Notify the rep. Fill out the Vendor Returns If the customer Form on SalesDeck and NO NO Is the product stocked in a must receive a wait for a response. Game One Warehouse? credit, enter it Will the vendor accept the as an MA return? Claim YES Complete a **Always include Original Rep Charge Order #, Original PO in the YES ord er. Enter a RI Claims Comment section. Claim **If the product is being returned to the vendor, also note the RA number provided by the Returns Team. Enter a new order and Is the return indicate Exchange in YES part of an the description AND exchange? the Customer PO field. Use the correct rep ID NO **REMINDERS:** - On exchange orders, use the word No further "EXCHANGE" in the description and put the action Claim # in the Customer PO field necessary. - If Claim goes to original order, update the Customer PO to include the Claim #. (Example: 34335 / Claim #R0045678)