

Dietrich School Scientific Stockroom – DSS

Stockroom Return Policy

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. Any frozen or refrigerated items returned after 1 hour.
2. Any opened chemical or chemical that is not in its original packaging.
3. Any sterile product that has been opened.
 - a. *If the outer package is all that has been opened, that will be the exception to the rule.*
 - b. If the inner packaging is opened, items will not be accepted.
4. Any Expired material (Soon to be expired material will be evaluated upon return).
5. Any item with a manufacturer or supplier seal that has been broken.
6. Any item 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 Return Request Form to the Stockroom for review. This can be done by going to the [Dietrich School Scientific Stockroom Information page](#) and selecting the Return Request Form. Please email your completed form to stockroom@pitt.edu. Someone from the stockroom will contact you shortly 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.

Still have questions regarding returning an item to the Stockroom? Try going to the [Dietrich School Scientific Stockroom Information page](#) and searching the FAQ's 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

Phone: (412) 624-8551

Email: stockroom@pitt.edu