

# **RETURN**

# **INSTRUCTIONS**

1. ALL RETURNS MUST BE APPROVED BY MSI IN ADVANCE OF RETURN AND MUST BE ACCOMPANIED BY THE MSI "RMA" THAT WAS SENT TO THE CUSTOMER - OLD STYLE, HAND WRITTEN OR BLANK "RETURN AUTHORIZATION" FORMS ARE NOT ACCEPABLE - ANYTHING RETURNED THIS WAY WILL BE RETURNED TO THE SENDER.
  - a. The [Return Authorization Form](#) that is on the website is to be filled out as completely as possible and emailed to: MSI>Returns-Exchanges@michigan.gov
  - b. MSI will verify all information or contact the customer to verify.
  - c. MSI will then send a return email to the customer with a computer generated MSI/GSS "RMA" attached and cc the warehouse, with instructions for the warehouse to notify MSI when it is ready to pick up. If the form was sent to MSI by the warehouse, then Fleet will be notified at that time to pick up.
  - d. Once the warehouse notifies MSI that the package is ready to pick up, then Fleet is sent a copy of the form and asked to arrange pick up.
2. IF THE RETURN IS FOR SOMETHING DIFFERENT THAN WHAT WAS ORDERED, IT MUST BE A RETURN ONLY AND A NEW ORDER SUBMITTED UNLESS IT IS A MSI ERROR
3. ITEMS MUST BE RETURNED WITHIN 90 DAYS OF RECEIPT OF ORDER FOR CREDIT
4. ITEMS MUST BE IN LIKE NEW CONDITION – NO STENCILING
  - a. If the order was not shipped as ordered, wrong size or color, MSI will replace if the other standards are adhered to.
5. IF THE ITEMS ARE DEFECTIVE AT TIME OF RECEIPT – A RETURN AUTHORIZATION FORM MUST BE SENT WITHIN 30 DAYS
6. RETURNS MUST BE SHIPPED VIA FLEET TRANSPORTATION UNLESS OTHERWISE INSTRUCTED/APPROVED

TO OBTAIN A COPY OF THE RETURN AUTHORIZATION FORM, PLEASE CONTACT MSI AT THE BELOW EMAIL:

**[MSI-RETURNS-EXCHANGES@MICHIGAN.GOV](mailto:MSI-RETURNS-EXCHANGES@MICHIGAN.GOV)**

**IF THERE ARE ANY QUESTIONS REGARDING THESE INSTRUCTIONS, PLEASE CALL 517-335-2056 OR EMAIL THE ABOVE**

THE FORM MUST BE FILLED OUT AS COMPLETELY AS POSSIBLE, WHEN SUBMITTED, WITH AT LEAST THE SALES ORDER NUMBER OR PURCHASE ORDER NUMBER, ITEM TO BE RETURNED AND CUSTOMER CONTACT INFORMATION.