

RETURN AND REFUNDS POLICY

➤ What is PS-PhilGEPS RETURN POLICY?

Items sold/delivered shall be accepted for return or replacement within a period of **thirty (30) days** reckoned from the date of receipt of the item/s, subject to the following conditions:

Issue	Type of Product	Policy
With physical damage	PS Catalogue/CSE items	Full Refund/Credit or Replacement of the item*
Wrong ordered item	-do-	Full Refund/Credit or Replacement of another item*
Wrong delivered item	-do-	Full Refund/Credit or Replacement of the item*
With lacking/missing items/parts	-do-	Full Refund/Credit or Replacement of the item*
Faulty or defective	-do-	Full Refund/Credit or Replacement of the item*

*Dependent upon PS assessment/evaluation.

Items accepted for return within a period of **THIRTY (30) days**:

- Consumable items (Inks and Toner cartridges)
- All Common-Use Supplies and Equipment

REQUIREMENTS FOR A VALID RETURN:

- Item must be in its original condition and packaging when returned including all accessories
- Proof of purchase (Delivery Receipt)
- Reason for return (as herein defined) must be valid and verifiable

If your item meets all the requirements, return can be initiated via a downloadable form at <http://www.procurementservice.gov.ph/home/index.php/downloads> or click [here](#).

➤ For which reason can I return an item?

Reason for Return	Conditions
Damaged or Defective The item does not function as described in the product specifications.	- Item must include all packaging and accessories
Wrong Item Ordered The item is different from your need	- Item must not have been used - Item must be sealed, in original condition, with all packaging and accessories

<p>Wrong Item Delivered The item is different from your request or your APR.</p>	<ul style="list-style-type: none"> - Item must not have been used - Item must be sealed, in original condition, with all packaging and accessories
<p>Lacking/Missing parts Item is different from the description and/or with missing parts</p>	<ul style="list-style-type: none"> - Item must not have been used - Item must be in its original condition, with all packaging and accessories
<p>Double Delivery The items delivered twice.</p>	<ul style="list-style-type: none"> - Item must not have been used - Item must be in its original condition, with all packaging and accessories
<p>Expired Product Warranty Item is already expired.</p>	<ul style="list-style-type: none"> - Item must not have been used - Item must be in its original condition, with all packaging and accessories

➤ **How do I return an item?**

1. If reason for return is **Wrong Item Delivered and Double Delivery**, call the Customer Service/Agency Servicing Division (at 689-7750 loc 4019 or 563-9352), and we will send our staff to pick-up the goods.
2. If the items being returned due to: **Damaged or Defective, Wrong Item Ordered, Lacking/Missing Parts, and Expired Product Warranty**, please initiate return following the steps below:



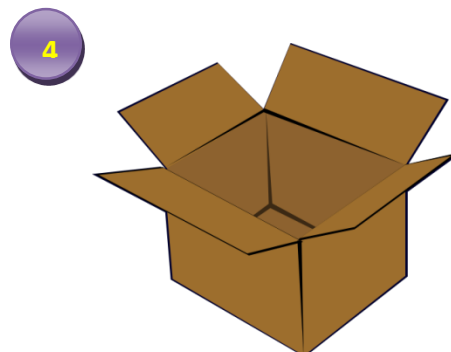
Go to
www.procurement-service.gov.ph or
www.philgeps.gov.ph



Download the Sales Return



Fill up the Sales Return



Pack

5



Send to Procurement Service

➤ **Can I return the product beyond the 30-day grace period?**

If the item is covered by a manufacturer's warranty, for prompt assistance please contact the Customer Service/Agency Servicing Division.

➤ **How long is the approval process?**

Approval process starts with the evaluation of the product to determine if the conditions for return have been satisfied which should not take longer than two (2) days except for damaged/defective items which could take a much longer period.

For additional information, please read [FAQ](#).