Procedure: Product Returns

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Table of Contents

[1. Purpose 3](#_Toc407014958)

[2. Scope 3](#_Toc407014959)

[3. Responsibilities 3](#_Toc407014960)

[4. Procedure 3](#_Toc407014961)

[4.1. General 3](#_Toc407014962)

[4.2. Returns authorisation 3](#_Toc407014963)

[4.3. Labelling and storage 3](#_Toc407014964)

[4.4. Investigations 4](#_Toc407014965)

[4.5. Product disposition 4](#_Toc407014966)

[4.6. Customer service 4](#_Toc407014967)

# Purpose

To define the procedure for handling returned products at [Company].

# Scope

The scope of this procedure includes all products sold by [Company].

# Responsibilities

Amend to reflect company structure.

|  |  |
| --- | --- |
| Role | Responsibility |
| Quality Manager | Decides the fate of returned products. Updates product status and location as required. |
| Incoming Goods Staff | Receives returned products and correctly identifies, labels and stores upon receipt. |
| Production Manager | Contact with the customer and implement and manage corrective actions as required. |
| Bookkeeper | Crediting the customer. |

# Procedure

## General

Product returns are to be actively managed to ensure that customer’s requirements are met. Returned product must be segregated from other stock on return to [Company] premises to ensure it is not reissued to customers without quality approval.

There must be a returned goods policy in place for all customers. This policy is contractual in nature and states the conditions under which goods may be returned.

## Returns authorisation

The customer must have submitted a returns authorisation form before product can be returned. The returned product must be marked with the returns authorisation number.

Note:- Delete this section if the returned goods policy does not incorporate use of returns authorisation documentation, and hence returns authorisation form and number.

## Labelling and storage

Upon receipt, all primary containers of product returns must be labelled with details given below and stored in a restricted area. All returned products are stored separately in the returned products area to prevent accidental reissue to customers.

Labelling is to include:

* the word “QUARANTINE” in suitably large lettering
* name and address of the person, company returning the product
* product name, product code, batch number (unless already labelled with this)
* quantity returned
* reason for return or returns authorisation number.

Special attention must be paid to examining the packaging to confirm that the returned product is not counterfeit.

Special attention must be made to the packaging to ensure that there are no opened containers returned.

All finished goods returned due to imminent expiry (or other commercial reason) need not be subject to an investigation and upon authorisation from the QA Manager, may be destroyed.

All finished goods returned due to shortages/overages to the stated claim, damage to product or packaging, suspected tampering, suspected counterfeiting or as a result of product recall must be subject to an investigation as stated in Section 4.4 of this procedure.

## Investigations

Returned products are inspected and evaluated according to Procedure QP805: Managing Deviations. An investigation as to the reason for the product being returned is to be carried out. This may be as a corrective action (refer to Procedure QP809: Corrective and Preventative Action) or as part of a recall (refer to Procedure QP807: Pro*du*ct Recall).

## Product disposition

The final disposition of the product is to be determined by the Quality Manager and the product re-processed or destroyed as required.

## Customer service

The customer is to be kept informed at all times and provided with credit, alternative product or an explanation why these are not to be provided in accordance with the returned goods policy.

Appendices

Amend as required or delete.

Definitions

Amend as required or delete.

| Term | Definition |
| --- | --- |
|  | Insert terms/abbreviations and definitions for those used within the procedure. Do not include any terms or abbreviations not used within the procedure. |
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Document Information

| Revision History | | | |
| --- | --- | --- | --- |
| Revision | Modified by | Change Control No. | Description of Change |
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Complete the above fields for each revision of this document. Ensure that there is sufficient description of changes so that the change history of this document can be followed. Additional columns can be added to include document/change tracking numbers generated by your company’s systems if required (eg. change control).

| Associated forms and procedures | |
| --- | --- |
| Doc. No. | Document Title |
| QP805 | Managing Deviations |
| QP807 | Product Recall |
| QP809 | Corrective and Preventative Action |

List all controlled procedural documents referenced in this document (for example, policies, procedures, forms, lists, work/operator instructions

| Associated records | |
| --- | --- |
| Doc. No. | Document Title |
|  |  |

List all other referenced records in this document. For example, regulatory documents, in-house controlled documents (such as batch record forms, reports, methods, protocols), compliance standards etc.

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