

MEMO

DATE: 12/16/2021

TO: All SHA Staff

FROM: Colin Karst – Director, Supply Chain Operations, Urban
Rick Lowe – Director, Supply Chain Operations, Rural
Val Klassen – Director, Business Systems Support & Analytics
Janine Skolney, Director, Procurement

RE: Contracting, Procurement & Supply Management Return Policy

In keeping with Infection Prevention and Control guidelines, ***effective immediately returns of product ordered from Supply Chain Stores will not be accepted after 24 hours of receipt.*** Please ensure staff are taking care to order the correct product, in the correct quantity, and checking order accuracy when received. If there are questions regarding which product to order, contact the local Stores staff in your facility for assistance or further product info.

There is no change to the returns process for a vendor direct ordered product. Continue to contact your local purchasing staff to assist with the returns process.

Safety | Accountability | Respect | Collaboration | Compassion

With a commitment to a philosophy of Patient and Family Centred Care

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