

SOP: Handling Non-Returnable or Defective Items

This SOP details the procedures for **handling non-returnable or defective items**, including identification, segregation, documentation, and proper disposal methods. It ensures that all non-returnable or defective items are managed efficiently to prevent inventory discrepancies, maintain workplace safety, and comply with regulatory standards. The SOP also outlines responsibilities for reporting and record-keeping to support transparency and accountability in the handling process.

1. Purpose

To establish an effective process for the identification, segregation, documentation, and disposal of non-returnable or defective items, minimizing inventory discrepancies and ensuring safety and compliance.

2. Scope

This procedure applies to all staff involved in the receipt, storage, handling, and disposal of non-returnable or defective items.

3. Responsibilities

- **Warehouse/Inventory Staff:** Identify, segregate, and document defective or non-returnable items.
- **Supervisors/Managers:** Approve documentation, ensure segregation, and authorize disposal.
- **Quality Assurance:** Review and oversee compliance with regulatory guidelines.
- **Record Keeper:** Maintain records of defective/non-returnable items and disposal activities.

4. Procedure

1. **Identification**
 - Inspect items upon receipt and during inventory checks.
 - Flag items that are damaged, expired, or otherwise non-returnable or defective.
2. **Segregation**
 - Remove identified items from regular stock.
 - Place in clearly labeled "Non-Returnable/Defective Items" area.
3. **Documentation**
 - Complete a **Defective Items Report** including:
 - Date of identification
 - Item description and SKU/ID
 - Quantity
 - Reason for classification
 - Reporter's name
 - Submit report to Supervisor/Manager for review and countersignature.
4. **Disposal**
 - Follow applicable company policies and environmental regulations for proper disposal.
 - Record disposal date, method, and any third-party vendor information (if applicable).
5. **Record Keeping**
 - Maintain reports and disposal documents for a minimum period as set by company policy or regulation.

5. Documentation Template

Date	Item Description	SKU/ID	Quantity	Reason	Identified By	Supervisor Review	Disposal Date/Method	Vendor Info (if any)

6. References

- Company Inventory Management Policy
- Local and national environmental & safety regulations
- Quality Assurance Guidelines

7. Review & Revision

This SOP must be reviewed annually or as necessary to reflect process or regulatory changes.