

# The State of Indiana Grainger

## MRO QPA #80947 User Guide

### Contacts And Program Information



## RETURNS PROCESS

### **Dedicated Customer Service**

Grainger Customer Service team is available to assist you with identifying product needed, creating quotes, providing invoice copies, order tracking, order lead time and/or other support services, 24/7.

**Call (877) 699-4884 or email [indianagov@grainger.com](mailto:indianagov@grainger.com).**

### **Additional contact information**

Specific order, quotes, and billing issues can be supported by calling **(877) 202-2592** or [eprocustomeercare@grainger.com](mailto:eprocustomeercare@grainger.com)

### **Distribution Network**

Grainger's U.S. distribution network stocks over \$1.8 billion in inventory covering 32 MRO categories available to immediately ship to customers.

Most orders received by 4 p.m. local time will ship the same day and be delivered the next business day.

Grainger's network of 250 full-service branches gives customers access to walk-in, will-call, and same-day delivery options along with product expertise.

### **Warranty and Return Process**

The State of Indiana can return product purchased for any reason for exchange or refund up to thirty (30) days from the date of invoice, unless otherwise noted. State of Indiana can also return product for up to one (1) year from the date of invoice if the product is in its original packaging, unused, unexpired, undamaged, and in salable condition, unless otherwise noted.

Proof of purchase from Grainger is required for all returns. You can place a return by calling Grainger Dedicated Indiana Customer Service, **(877)699-4884**.

Please be sure to have your order or invoice number and detailed information regarding the item you are returning.

Currently Grainger does not cover No Fault call tags. We do however cover call tags in instances where the item(s) may be defective, damaged, or duplicated in Grainger error. To receive credit for these items, you will be responsible for the return freight back to the Grainger local branch. The Indiana Team will provide the address the items will need shipped back to.