

# **2022 Sarno & Son Updated Returns Procedures and Best Practices**

## **Why is Sarno and Son So Concerned about On Time Returns?**

Our customers demand a wide selection of styles, which means many shades of greys, blues, tans and now even hunter green and camel. We need to have this specialized product available at all times, which is why we rely on speedy returns.

The Covid Crisis continues to negatively affect manufacturing and shipping of new and replacement garments. The importance of on time return for each garment is crucial to service the next customer with an on time delivery of a clean, quality garment.

When a customer damages a garment, it can take months for a repair or replacement. We have less inventory to rent. Your efforts to ensure complete, on time return of your rental garments helps to ensure complete, on time deliveries year round.

## **When are Rental garments due back to my store?**

Rental garments are due back the day after your customer's event ... This is the mindset that should guide your approach to working with your customers to ensure your rentals are returned to Sarno and Son on time. We suggests tell your customers a time 2 hours prior to closing.

## **How Can I Keep Track of Rental Garment Returns?**

Sarno and Son sends out a **Weekly Return Notice Email** every Sunday morning. (Example on next page)

This email lists your rental transactions, in name order, (including any replacements), for you to use as a checklist as each customer returns their rental garment to you. Feel free to make use of the 'Returned' column as a place where you and your customer can each initial that you acknowledge every item has been returned.

Circle any items not returned. Make it a point of charging your customers for replacement cost of any missing items, to be refunded when the item(s) are returned to your store.

When your deadline for customers to return is approaching, use the report to see who needs to be called two hours before your store closes.

If there are any items/orders that still have not returned to you, please contact our returns department 800-233-1404 X140 or by email [returns@sarnotux.com](mailto:returns@sarnotux.com) to inform us of any items/orders that may be returned late.

This weekly report is also a great way for all your staff to know what is still out should a customer return late. It is an important tool.

We encourage you to make a copy and send it back with your returns.

**Sample Weekly Returns Notice : Next Page**



**Please Be Kind - Return ON TIME!**

Account: AB1234 Mike

Below is a list of last week's orders that are due back on your next truck or will need to be shipped back to us by UPS on Monday. Please print this report and use as a check list for returns.

Please check each order for: **C, P, S, V, T, SH.**  
**Please review the list to contact customers who have not returned their rentals to avoid late charges.**

Thank you for the opportunity to serve you!

Customer Info	Trans # - Use Date	Ticket #	Coat	Pants	Shirt	Accsy	Tie	Shoe	Returned
Chris W	AB1234-4147 2/19/2022	4071	972 48L	972M 43-42	134 2X5				
Chris W	AB1234-4186 2/19/2022	R-4071		-				3002 11.5W	
Conor S	AB1234-4144 2/19/2022	4058	972 46S	972M 40-37.5	137 2X3	972V L			
Conor S	AB1234-4181 2/19/2022	R-4058		-				2002 10.5W	

If you have any issues or questions, please contact our returns department at 800-233-1404 (ext. 140)

**What Happens to Rentals upon Return to Sarno & Son?**

All tuxedos are checked into our warehouse upon return by scanning the barcodes. We break down the rentals by separating the coats, pants, shirts etc. To insure accurate return of the items from your account, we scan all barcodes as they come into our building, AND after the items have gone through our cleaning process and labeled. This acts as a double check to our system.

If an item is missed in our return process, it is often caught when it is going out on a new order. The computer returns it from the previous account before assigning it to the next customer.

***Any items missed at check in and found in stock in our warehouse are credited at 100% back to your account.***

If we receive items that do not belong to us, they will not scan into our computer. The items are put to the side and are returned bi-weekly to the rightful owner. We can only return items that are labeled with the store name. If you own your own merchandise, please take the time to write your name on each item to insure its return. Our retail department has fabric pens available for you to purchase in either black or white ink. These fabric pens are good for marking machine washed or dry clean only garments.

**Help us Help you:**

**Return on Sturdy Hangers.** A white shirt hanger cannot support a full suit with shoes.

**Keep Pairs of Shoes Together:** Please make sure shoes in a plastic bag or laces are tied together.

**Ties and Small Items:** Smaller items such as ties, pocket squares, and jewelry are easy to miss, and have been found in shoes, and in the bottom of our cloth garment bags. Please put ties on hangers and pocket squares and stud bags in a pocket or on the hanger.

### **Billing for Late and Lost – Automated Email Billing**

Monday of each week, Sarno & Son sends an automated email listing rental items that are consider late or lost. The first time you see an item listed on one of these late returns emails, you will notice that there is a grace period and \$0.00 charge.

**Use this as a chance to check your store for the barcoded items and with your customers for late returns.**

The following Monday, the missing items are more than 2 weeks late, and will be billed to your account at replacement cost. Please contact our returns department (x140 returns@sarnotux.com) if you're having a problem with a customer, or to review the list.

**These emails are a Bill – and are on your account. Please do not ignore them.** They replace the “yellow invoices” we used to mail. By sending by email we are getting the information to you quickly, and reducing paper and postage.

***Sample Late and Lost Bill Email: Next Page***

**Sarno and Son Late and Lost Bill** Account: AZ26 Alphabet Tuxedos Your late and lost bill for 2/21/2022 is: **\$175.50** The items listed below are not returned to our warehouse. These items have been billed to your account and fees will be collected on your next payment.

Please make payment arrangements. Any items returned to our warehouse within 90 days of use date will receive a partial credit to your account.

<b>Order Number</b>	<b>Overdue or Lost</b>	<b>Amount Billed</b>	<b>Contents</b>	<b>Missing Item Barcode</b>
AZ26-17653	Overdue	\$0.00	T	58RUBYB M-0120104780
AZ26-17371	Lost	\$100.50	C	195 41S-77594627
AZ26-17662	Lost	\$75.00	P	153M 37-63503535

**Returned Items – Reduction in Billing – Automated Email of Returned items.**

When an item is returned to us after it has been billed at replacement, our system makes an automatic reduction against to open bill. Because the item is returned to us late (two weeks or more from expected return) **we will credit all but 25% restocking or late fee.**

Any items missed by us at check in and found in stock in our warehouse are **credited at 100% back to your account.** This is the second scan at cleaning, if the item is placed on another order, or found when we do inventory. We strive to be as accurate as possible, but can miss an item and want to insure your store receives relief from these charges.

***Sample Returned Rental Items Email: Next Page***

## Returned Rental Items

### THIS IS NOT A BILL

Account: TP6789

Mrs. T's Bridal Salon, Pierogiville PA

Returned #: 250743, Date: 2/24/2022, Returned Item Run #1390

Returned Total: \$-20.96

The following LOST items have been returned to our warehouse and your account is being adjusted accordingly. If you have any questions or need assistance please call our RETURNS department at 1-800-233-1404 Ext. 119.

Trans No.	Use Date	Description	Amount	Return Status
TP6789-6282	2022-01-08	96355657 RBLK 8B	\$-20.96	Returned Late
		TP6673 -Subtotal	\$-20.96	
		Grand Total	\$-20.96	

Sarno and Son | 401 S. Washington Ave., Scranton, PA 18505 | 800-233-1404  
| [www.sarnotux.com](http://www.sarnotux.com)

### Returns LOG Report:

Our new returns log report shows each item billed at replacement (two weeks late) as well as information on if it is returns, the date and means of return and how much money was posted against the replacement bills.

Please contact our returns dep text 140, for a copy of your store's returns log, or contact your sales rep. Wintux web customers will soon have this reporting available to them for review at any time.

Transaction #	Use Date	Due Back	Size	Barcode	Invoice Number	Invoice Date	Amount Charged	Return Date	Days Out	Credit Number	Credit Dt	Credit Amount	Return Status	
					Items Lost 14			Items Returned 10						
AB1234-1166	10/28/2021	10/31	A	162V 2X	2011437176	231301	\$43.00	11/15	11/30	30	235733	12/2	(\$32.25)	Returned Late
AB1234-1167	10/28/2021	10/31	SO	3000 9.5	50060966	231301	\$36.95	11/15	11/10	11	235733	12/2	(\$36.95)	Found In Stock
AB1234-1168	10/28/2021	10/31	Sh	116 S3	90504334	231301	\$12.75	11/15		0	0		\$0.00	Not Returned
AB1234-1169	10/29/2021	11/1	A	195SV M	83017529	231301	\$43.00	11/15	11/18	17	234261	11/25	(\$32.25)	Returned Late
AB1234-1170	10/29/2021	11/1	SO	3000 10	96420263	231301	\$36.95	11/15	12/7	36	237480	12/9	(\$27.71)	Returned Late
AB1234-1171	10/29/2021	11/1	P	BLTRIM 34	2011468077	231301	\$42.50	11/15		0	0		\$0.00	Not Returned

## Ways to Insure Speedy Returns

Sarno & Son provides a bright yellow '**Please Be Kind – Return On Time**' tag with each order. Use this tag to inform the customer when his rental is due back to your store. At the bottom of the tag there is space provided for you to fill in the day and time due back. We urge you to fill in this information. Many customers use this as a final marking to indicate the order has been checked in and ready for your customer. We recommend that you mark the date and time to be returned as the first business day following use, for example orders rented for Friday should be returned Saturday. List your time due with some leeway: if you close at 8pm, mark the tag 6pm. These tags, as well as **signs in your dressing rooms and doorways**, will help your customers to remember when they need to return their tuxedo.

Consider taking **a security deposit or valid credit card number from each customer**. Inform them at the time of pickup that if the tuxedo is not returned by a certain day and time that you reserve the right to charge a per day late fee to their credit card. Or you may want to take a cash deposit (separate from payment for the rental) that will be refunded only upon return of the tuxedo. Check with your credit card processor for ways of "tokenizing" a card.

**Final Reminder at Pickup** At final fitting, before the customer leaves, remind them of your store hours the day after their event, and ask what time they think they'll be able to return. This question helps reinforce the mindset of planning for their on time return.

**Text or Call on Late Returns:** Set aside a specific time for calls, texts or emails to be made to customers reminding them to return by closing time & possible late return penalties. We also recommend that if a customer claims it is impossible to make the scheduled return that you offer to reduce or dismiss late charges provided the garment is returned the following day by a specific time. A warning should also be given that full daily late charges will be applied if a second return date is missed.

Ensure your store is staffed well enough to handle the returns workload. In the end it will save you money.

For prom customers, we recommend obtaining a parent or legal guardian's Cell number.

**Text your customers when their late.**

## Ways to Insure Accurate Returns

**Use the Weekly Return Notice Email** – to check off items returned to you. This will help you identify exchanges, or items switched amongst a wedding party. Don't assume your customers are returning a complete tuxedo. Always look for the tie first, and systematically go through all the pieces. Inevitably, someone will forget a tie or a pair of shoes at home or in the car. Circle any missing items. Customers have been known to return their own clothes by mistake.

**Switched Items:** Always look to make sure the coat belongs to this customer, coats are placed on the back of chairs at events, and are often switched between guests, especially at a prom. It might not be the right coat! (Look for Sarno and Son label, size or barcode, check it against the Weekly Return Notice)

**Group Returns:** Occasionally customers return an entire wedding together in one big pile. Take the time to check off the coats, shirts, pants, etc. on the Weekly Return Notice. You are not inconveniencing the customer by making them wait.

**Designated Returns Area:** A specific area in your store, separate from the check in location. This will limit new orders being returned by mistake. Ask for “Sarno & Son Returns Markers” to designate this area! If you use two suppliers – best to keep them far apart.

### **Setting the “Return the Day Following Use” Expectation with Your Customer**

- **At Registration of the Wedding Party:** If you discuss returns with the Bride and Groom, you set the expectation early. Let them know the importance of fast returns. Discuss and make arrangements for any out of town members. Consider having a father return all the garments on Sunday.
- **At Fitting: Collect Important Customer Information:** Insure that you will be able to contact them should you have a question or the return is late: Name, Address, Phone Number, Drivers’ License number and a Credit Card number (for security purposes). This information is just as important for you to have as correct measurements to insure a proper fit.
- **For Funerals and Single Rentals:** Unfortunately these customers, not associated with a group can be the ones to “keep” our product. Do all you can to protect your store. We recommend security deposits, as well as conversationally finding out things like – where is the event taking place, who’s running the event, what funeral home is it at. Any clues can help.
- **At Fitting: Customer must Sign Rental Agreement:** Each customer is taking \$400 to \$800 worth of merchandise from your store that you are ultimately responsible for. Take all necessary precautions to insure its return. You can record most of this information on our order forms. For your protection, be sure to have the customer sign the rental agreement. Sometimes the renter is escorting a date to the prom, and doesn’t attend the school. Be sure to get the name of the student at the school in case the rental isn’t returned on time.

### **UPS Returns:**

If you received your tuxedos for a given week by UPS please use UPS to return the tuxedos to Sarno & Son. Please hold onto the boxes your orders are delivered in. You may use the RS stickers enclosed in your shipment, please try to use the tags associated with the previous delivery.

**It is important to keep the bottom portion of the RS label, along with the date shipped and items returned as a record of the return of our merchandise.** You can either attach the bottom portion of the sticker to the invoice of the items being returned and keep on file, or keep a notebook with the labels attached to a page with the date returned and number of units etc. If items do not come back to us, we will ask for this information to track the package with UPS. If you cannot provide us with an accurate return documentation or UPS doesn’t show the package picked up, the responsibility will remain with your store for any lost fees.

If you work with multiple suppliers, please insure you are using the correct return labels.

When you are reusing our boxes, remove the delivery label, so UPS doesn’t get confused.

### **Truck Returns:**

If Sarno & Son delivered your tuxedos to you on one of our trucks, we will also pick up the tuxedos the following week by our truck. Please have all returns ready for your first truck pickup. If a rental garment misses the first truck pickup, **it is your responsibility to get it back to Sarno & Son as quickly as possible**. Please send orders back to us when late. Do not wait for a second truck pickup without authorization from our returns department. These orders may be needed and cannot wait for the next truck.

### **Requesting Credit for Garments Not Worn & Return Authorizations for Retail**

#### **Requesting a Credit for Rental Garments Not Worn:**

Please email [creditdept@sarnotux.com](mailto:creditdept@sarnotux.com) if you have a rental that was not used and are requesting a partial credit. Delivery fee of 45.00 plus shipping is currently in effect. Please note this cancellation policy does not apply from April 15<sup>th</sup> to June 15<sup>th</sup> each year. Orders between April 15 and June 15 are subject to full rental charge with no credit for cancellation. Please see our pricelist and terms for complete policy.

**Truck:** If you are returning the un-used garment by truck, **please alert our driver**. He will put an "Audit Bag" over the garment to insure it is reviewed upon return. Be sure to have the ticket attached to order, marked not worn. You can also print a Request for Not Worn Credit Form found at [sarnotux.com/references](http://sarnotux.com/references). This can be attached to the garment.

**UPS:** If you are returning the un-used garment by UPS, an additional step is needed. Please print out a Request for Not Worn Credit Form from our website. [Sarnotux.com/references](http://Sarnotux.com/references) or request a form from customer service. Please attach the form to the Un-used garment.

Please write on the box **Attention : Audit Dept** in big letters.

We appreciate you taking this extra step to insure accurate tracking of these requests.

#### **Requesting a Return Authorization for Retail Items:**

Do not return any retail items without a return authorization.

Please email [sales@sarnotux.com](mailto:sales@sarnotux.com) to request a return authorization form and number. A completed return authorization must be attached the items being returned. A 15% restocking fee will apply. Return Authorizations are also found at [sarnotux.com/references](http://sarnotux.com/references). You will still need to call for an authorization number.

**Truck:** Please alert our driver and hand them the retail items so they are kept separately on the truck. Please make sure the completed return authorization is attached.

**UPS:** Please write on the box **Attention: Audit Dept** in big letters. Make sure a completed return authorization is attached to the items.