

FAQ's

RETURN PROCEDURES

Call in returns directly to **Office Depot Customer Service: 1-888-777-4044**

To ensure accurate credit and pick up, please have the following information available. The information is located on your packing slip, internet (account history) or by calling the Customer Service **888-777-4044**:

- Account number: **90389421**
- Original order number
- Item (SKU) number of product being returned
- Reason for the return
- Contact Information for Customer Service Representative or the driver

RETURN POLICY

Please, use these guidelines to assist you in handling a return request.

- Returnable items include any products sold by Office Depot.
- Merchandise must be returned within 30 days of the original delivery date
- Items should be in their original packaging.
- Returns may be requested via phone, fax, or internet.
- Purchases made at an Office Depot retail store must be returned at a retail store.

RETURN EXCEPTIONS

- Items not in the original packaging.
- Custom or imprinted items (unless produced incorrectly or delivered defective).
- Special order items (unless received in error from the manufacturer).
- Dated items must be returned within 30 days of purchase.

Once your return request is processed, your Customer Service Representative will provide you with a RETURN AUTHORIZATION NUMBER and inform you of the process, which will take place to pick up the item and deliver a new item or process the credit due.

Deliveries

Deliveries to all **major markets** are scheduled for the next business day. If your order is **received by Office Depot by 5:00 p.m. in your local time**, it will be delivered the next business day, unless otherwise noted by Office Depot.

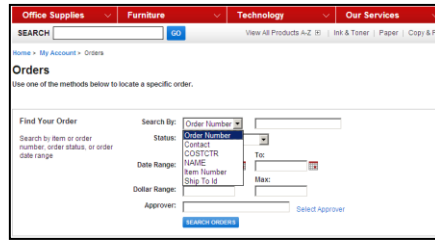
UPON RECEIPT OF YOUR ORDER

Verify that all items on the packing slip listed as shipped are in your order. Any shortages or incorrect items should be reported immediately to the Office Depot **Customer Service Desk at 888-777-4044**. Items on backorder will be noted on the packing slip.

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ORDER TRACKING/HISTORY

Enjoy the convenience of 12-month online orders by specific item numbers, order ranges. Find up to date status on your deliveries. Click on the order number to delivered via UPS have links which will updates. Return requests are initiated screen (see the “Begin Return” link at the



order history. Search statuses, date and dollar orders as well as proof-of-view details. Orders being provide real-time delivery from the order detail bottom of the page).

Use the Search filter to locate orders, find the fulfillment and delivery status.

Catalog

Part Number: **559619**

HELPFUL INFORMATION

LOOKING FOR SOMETHING YOU CANNOT FIND?

- **IF YOU NEED ASSISTANCE LOCATING AN ITEM, ARE WORKING ON A SPECIAL PROJECT OR HAVE A BULK PURCHASE, CONTACT YOUR ACCOUNT MANAGER FOR ASSITANCE OR A SPECIAL QUOTE.**
- PLACE ORDERS EARLY TO ENSURE OFFICE DEPOT RECEIVES YOUR ORDER BY 5:00 P.M. LOCAL TIME FOR NEXT DAY DELIVERY in most cases.
- ORDER TRACKING – Allows you to view 12 months of your order history

NUMBERS TO KNOW: **Office Depot | Max**

- **Kevin Nerlinger | Major Account Manager**
P: 302-494-5091 Email: kevin.nerlinger@officedepot.com
- **Customer Service**
P: 888-777-4044 M-F 7am-8pm EST
- **ONLINE / E-Commerce Support (for technical issues on the site)**
P: 800-269-6888 M-F 7am-8pm EST