



OFFICE DEPOT / RE/MAX DISCOUNT PROGRAM FREQUENTLY ASKED QUESTIONS

REGISTRATION QUESTIONS:

How do I register?

You have choices depending on how to want to purchase your supplies. Please visit the secure website below.

Sign up here:

https://odams.officedepot.com/registrations/remax_welcome.php

You must register at the website above before attempting to receive the discount at the store, or online.

You can NOT receive the discount at the store by showing your business card or the email.

How long does registration take?

Website registration takes approx. 48-72 hours and you will receive an email with program details and instructions. Please wait for your 2nd confirmation email including instructions and program details before attempting to receive the discount.

If you sign up for the new Store Discount Card, please allow approx. 3 weeks for processing and physical receipt of card.

Can I register at the store?

NO registration at an Office Depot store, nor with Customer Service. This is a Business Solutions Division program and you must register at the website first to take advantage of this special savings program.

Why do you need my credit card #?

Your credit card # is then linked to the RE/MAX discount program in our computer system.

If you do not want to link your credit card, you can also sign up for the new Store Discount card instead. The Store Discount Card is a physical card that allows you to pay with cash, check or any credit card and receive the RE/MAX discount at local Office Depot stores. Debit cards MUST be run as a credit card transaction to work with the discount.

How do I signup without entering my credit card online?

Store Purchase Card – You do not have to give us any credit card information up front, but you must carry and present the card at checkout to receive the RE/MAX discount.

Online Orders - If you do not want to provide your credit card # during registration, select Option 2 instead below and you do not have to provide Credit card information. This option is for internet ordering with free delivery. You just pay with your credit card of choice at checkout.

Why does the program not work with a Debit Card?

Debit cards do NOT work as debit transactions.

Debit cards ONLY work if the card can also be used as a Credit Card (VISA, MasterCard, AMEX, etc.). For it to work properly, you must hand the card to the cashier and tell them to run it as a **credit card transaction**.

Does your debit card also work as a credit card? If so, be sure to follow instructions above to get the discount at the store.

How do I know this is legitimate?

My contact in the Approved Supplier Program at RE/MAX Corporate Headquarters in Denver is Rich Foristal rforistal@remax.net

ORDERING QUESTIONS:

Store Purchases:

What will I need to do at the register when checking out with a Store Discount card?

- The cashier will tell you the amount of your purchase with retail pricing.
- Simply provide the Store Purchasing Card or your linked credit card for payment.
- You do not have to identify yourself as a member of the RE/MAX Program.
- You will have the option to pay by cash, check or credit card. Once payment has been rendered, the discounted price will be reflected on your receipt

- If using a debit card, please use the credit feature to realize the discounts.
- There will be no documentation showing the retail price compared to your discounted price.

What will I need to do at the register when checking out with my personal credit card linked to the discount?

- The cashier will tell you the amount of your purchase with retail pricing.
- Simply provide your linked credit card for payment.
- You do not have to identify yourself as a member of the RE/MAX Program.
- If using a debit card, please use the credit feature to realize the discounts.
- There will be no documentation showing the retail price compared to your discounted price.

Online Orders:

You must first request an online login & password from the registration website.

Once you have your login & password, the ordering website is www.business.officedepot.com – NOT www.Office depot.com

Discounts do not apply to orders placed on www.officedepot.com.

When you login to the BSD website, you will see your already discounted RE/MAX prices.

Phone Orders & Returns:

To order with Customer Service for delivery, you must call @ 888-777-4044 and use Acct # 42066322.

Discounts do not apply to any orders placed with different phone # or with Retail customer service.

RETURNS: Call Customer Service @ 888-777-4044 with your Order #.

PRICING QUESTIONS:

What is the discount pricing?

The program is 15% off Retail Catalog price. You are entitled to receive the best possible price - RE/MAX Discount or Office Depot retail store price.

Technology items & Business Machines are excluded from the discount. (Computers, monitors, printers, fax machines, scanners, copiers, shredders, PDA's, cellular phones, pagers, and extended warranties).

Copy, Print, Ship center discounts are also available online or at Office Depot Stores - **Unlimited \$ 0.03 Black and White Copies, \$ 0.29 Color Copies and 35% off finishing services** (shipping is excluded from the discount).

How do I get discounts on Print / Copy work at the store?

Copy, Print, Ship center discounts are also available online or at Office Depot Stores -

Unlimited \$ 0.03 Black and White Copies, \$ 0.29 Color Copies and 35% off finishing services (shipping is excluded from the discount).

If you use a Copy Center at an Office Depot store, you must pay with your registered credit card or present the Store Discount card to receive the discount.

If you have an online login & password for your Business Solutions Division website, you can also order print /copy work at the RE/MAX price online.

To submit print & copy work online, go to the Custom Printing tab-  Upload your document electronically, and it will be sent back to your office free of charge via UPS.

How do I order Furniture items?

If you need to purchase furniture items, you must order these online or with customer service at 888-777-4044 with Acct # 42066322 for delivery to get the RE/MAX discount. If you can take the furniture items home that day, you can pay with your card and get the discount. But if the items need to be delivered, you need to first sign up for a login & password for Business Division website, or order with Customer service over the phone. You can view the items at a store first if necessary, and then order online.

MISCELLANEOUS QUESTIONS:

Can I get the discount on my past purchases at Office Depot?

Orders and/or purchases prior to registration can NOT be discounted retroactively.

I'm already enrolled in the Worklife Rewards Program. What is the difference between this and the RE/MAX program and why should I join RE/MAX program?

Worklife Rewards is a max rebate of 5% - RE/MAX is 15% off every time. So you are currently missing out on an additional savings opportunity of 10%. The RE/MAX discount is also given to you immediately at checkout. With the Worklife Rewards program, you typically have to wait 4-6 weeks for your rebate check.

Can I use other coupons and still receive my RE/MAX Discount?

The program can not be used in conjunction with the Worklife Rewards Program or other coupons.

The Office Depot Gift Card Program can not be used as a form of payment with this program.

If a store is running a clearance sale or promotion, you will pay the lower price – the store price or the RE/MAX price.

Additional discounts may not apply to retail only items.