

Quick Reference Guide

ACCOUNT NAME: Ashley Furniture AFI/ADS**ACCOUNT #:** 31979058**ACCOUNT NAME:** Ashley Furniture Homestores**ACCOUNT #:** 47698937

TRAINING

Live web training sessions are being offered at the below times. Please click on the link to join the training session that is most convenient for you. PLEASE NOTE, you do not need to attend both session as the same material will be covered. If you are unable to attend, the sessions will be recorded and shared so you can watch at your convenience.

SESSION #1 – Tuesday, May 15th at 2 pm EST - Click [HERE](#) to join

SESSION #2 – Thursday, May 17th at 2 pm EST - Click [HERE](#) to join

HOW TO ORDER

Visit <https://business.officedepot.com>

Enter your login name and password provided by Office Depot and/or your program administrator. You will not be able to access your account until you receive this email.

NEED ASSISTANCE?

We are here to help! Please utilize the below methods to contact us.

PHONE

Call us toll-free at 888.777.4044. Our National Customer Service Team is available to assist with questions regarding products, orders, tracking and delivery. Customer Service is available Monday-Friday 8:00 A.M to 8:00 P.M (ET)

LIVE CHAT

Live Chat is available Monday-Friday 8:00 A.M. to 11:00 P.M. (ET)

PROGRAM QUESTIONS

If you have specific program questions or need to escalate an issue, please contact your account management team.

- Vanessa Parker / PH: 855.337.6811 x 12691 / Email: vanessa.parker@officedepot.com
- DJ Remillard / Email: dj.remillard@officedepot.com

DISCONTINUED ITEMS / NEED TO UPDATE ASHLEY PART #'S (MRO TEAM ONLY)

If an item becomes discontinued or you need to add a new/update an Ashley item number, please contact DJ and Vanessa for assistance. Their contact information is listed above. Please note, that once a replacement item is approved by Ashley, please allow 24-48 hours for the changes to be visible on your account.

CORE ITEMS (BEST VALUE)

Core items are identified by the above Best Value icon. When shopping online, sort your search results by the BEST VALUE option listed in the drop-down menu. This will re-sort your search results and bring the core items to the top of your list.

RETURNS

Process your returns by calling Customer Service at 888.777.4044 or placing your return online by going to Order Tracking and locating the related order. Open the order and click on the "Begin Return" link located at the bottom of the order.

Your complete satisfaction is our primary concern. If you are dissatisfied for any reason, you will receive full credit. Simply return the general supply item, in its original packaging, within 30 days. Technology and stocked furniture items may be returned in its original packaging, within 14 days. Special order non-stocked merchandise will be ordered upon request, but, unfortunately may NOT be returned.

BACKORDERS

Backorders for stocked product will automatically be filled from automatic replenishment of inventory so a re-order is not necessary. Your packing slip will identify backordered items. At the time of purchase, you are notified of any out of stock item. Additionally, Customer service can update you on the status of a backorder at any time or you may track your order online using the Order Tracking function under the My Account menu.

SPECIAL ORDERS

Please contact your Account management team (DJ & Vanessa) for products not found in our online offering. Special order items are often delivered directly from the manufacturer. Because of this, a minimum of 3 business days is required for special order delivery.

COST SAVINGS - ORDER SIZE

Consolidating orders to over \$50 allows us to save on delivery costs (ex. high fuel costs, driver costs, etc.). It saves time and administrative costs for you to place, check in, and distribute one large order rather than several small orders.