You have questions, we have answers!!

- Is there a minimum purchase amount?
  - There is a $25 minimum order requirement to receive free delivery. Any orders submitted below this amount will incur a $4.99 fee.

- What is the process to return an item?
  - Navigate to the orders page and find the order that contains the item you need to return. If an item is returnable online, click on "create return" and follow the simple step-by-step instructions for returning your unneeded items.
  - Please Note: Depending on the specific order type, or if a return has already been placed on an order, the "Submit Return" option may not be available. Please contact Customer Service at 800-279-1528 or strategicsupport@odpbusiness.com to place a return for these orders.
  - Please reference the "Quick Start Guide" if you need additional guidance for returns.

- How much time do you have to obtain an RMA for returns?
  - You may return most items in their original packaging within 30 days (most technology items within 14 days). All returns must be in their original packaging.

- What if I cannot find an item in your catalogue?
  - If you are not finding an item you need online, you can reach out to strategicsupport@odpbusiness.com for assistance.
  - If an item is not available online and the strategic support team cannot assist, please reach out to melinda.rodriguez@odpbusiness.com.

- What are the payment terms?
  - Payment terms will be net ninety (90) days from the date the invoice is received by Buyer.

- Will ODP offer employee discounts online and in retail stores?
  - Not at this time.

If you have any other questions or need more information regarding the ODP Business Solutions supplies program, please contact Kami Horton, Senior Account Executive/ODP Business Solutions at kami.horton@odpbusiness.com.