



Introducing the New Office Depot Partnership:

Overview: Office Supplies, Business Cards, Promotional Products and Employee Purchasing Option...

We are excited to announce that Cadence Design Systems, Inc. has chosen Office Depot as our primary supplier for paper, toner, and office supplies effective January 2017. Office Depot is recognized as a top business to business supplier who will provide excellent service and support to all Cadence Design Systems' sites.

This training document has been developed to assist you when ordering:

- 1) Office Supplies,
- 2) Business Cards, Letterhead, Envelopes & Thank You Cards (Brand Identify Program-BI)
- 3) Cadence logoed merchandise (Promotional Products Program)
- 4) Office Supplies for your personal use (Employee Purchase Program-EPP)

Office Supplies: The process for placing your orders for Office Supplies has not changed, but the price you are paying for those items has. We have negotiated greatly reduced pricing across the board and have refreshed our Core List of most frequently ordered items.

Print Stationery: Cadence Imprinted Products such as business cards, Letterhead, Envelopes and Thank You Notes will now be ordered through Office Depot via the Coupa platform. Users will access and complete fields on standard templates for real-time ordering.

Promotional Products: Cadence Logoed items will now be ordered through Office Depot using the Coupa platform. The process has been streamlined, the assortment expanded and overall prices reduced.

EPP Employee Purchase Program: Office Depot and Cadence have implemented a new and improved Employee Purchase Program for you to enjoy savings of up to 10% on your personal purchases (i.e. home office or back to school) whether ordering online or shopping at an Office Depot / OfficeMax retail store.

The remaining pages of this document provide an overview of each program and helpful information, tips and tutorials on each topic...

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Office Supplies

There is no change to the way Office Supplies are being procured through Coupa. However, the price you are paying for individual items may differ. Overall, we have negotiated greatly reduced pricing and have refreshed our Core List of most frequently ordered items to reflect current buying trends at Cadence.

Here are a few helpful pieces of information:

Things to Remember

When you punchout to the Office Depot website via Coupa, our inventory on hand (at the Office Depot Distribution Center nearest you) and the Cadence price will be visible for most SKU's.

Place/release orders by 3:00 PM to receive in-stock items on the next business day!

To access **ONLINE TRAINING** – CLICK on **CUSTOMER SERVICES** on the red toolbar and visit the Online training section to find tutorial on the features and functionality of the Office Depot website.

There is a relatively new 'shop and compare' function which will assist you in evaluating various products on a feature-by-feature basis.

Remember to review the Office Depot Bulletin Board for updates on the Cadence ordering program or important announcements.

Look for the  icon to find items with most aggressively discounted pricing!

Look for the  Eco-conscious icon to find more earth-friendly alternatives!

Customer Service

Office Depot's Customer Service Department is available Monday through Friday between the hours of 5:00 a.m. and 5:00 p.m. PST. The Customer Service Department is available to assist you with any questions you may have concerning product, pricing, merchandise returns, and support services. The toll-free number for your convenience is **1-888-2OFFICE (1-888-263-3423)**.

Delivery & Freight Information

Orders for in-stock merchandise are delivered to most markets the next business day if submitted to Office Depot by 3:00 PM local time.

There are occasions where the destination point is out of a major market and/or our next day delivery zone. In these situations, orders will be shipped using a third party such as UPS.

Typical office supply orders are delivered freight free. However, some special/custom orders and over-sized items may be subject to additional delivery charges. Any such charges will be specified at the time of order.

We encourage everyone to help control costs and conserve resources by consolidating your orders to a MINIMUM of \$50.00.

Return Policy & Procedures

What do you do if you have merchandise to return?

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

- Returnable items include any products sold by *Office Depot*.
- Merchandise should be returned within 30 days of the original purchase.
- Returns may be requested by calling Office Depot **Customer Service: 1-888-2OFFICE (1-888-263-3423)**.
- To ensure accurate credit and pick up coordination, please be prepared to provide the following information.
 - Account number (**Cadence Coupa Acct # 67277873**)
 - Original order number
 - Item number of product being returned
 - Reason for the return
 - Your name
 - How a Customer Service Representative or the driver may contact you should any questions arise.
- Note: Your Order and Part # information will be located on your packing slip and in your Order/PO history on Coupa.

EXCEPTIONS: Items not typically eligible for return include:

1. Items not in the original packaging. (Please, contact the Customer Service Department if you have any concerns).
2. Custom or imprinted items (unless produced incorrectly or delivered defective).
3. Special order items (unless received in error from the manufacturer).
4. Dated items must be returned within 30 days of purchase.
5. Many technology items must be returned within 14 days of purchase.

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

Please note your Account manager is Jim Canelo. Jim can help with your support needs when needed and can be reached at: jim.canelo@officedepot.com

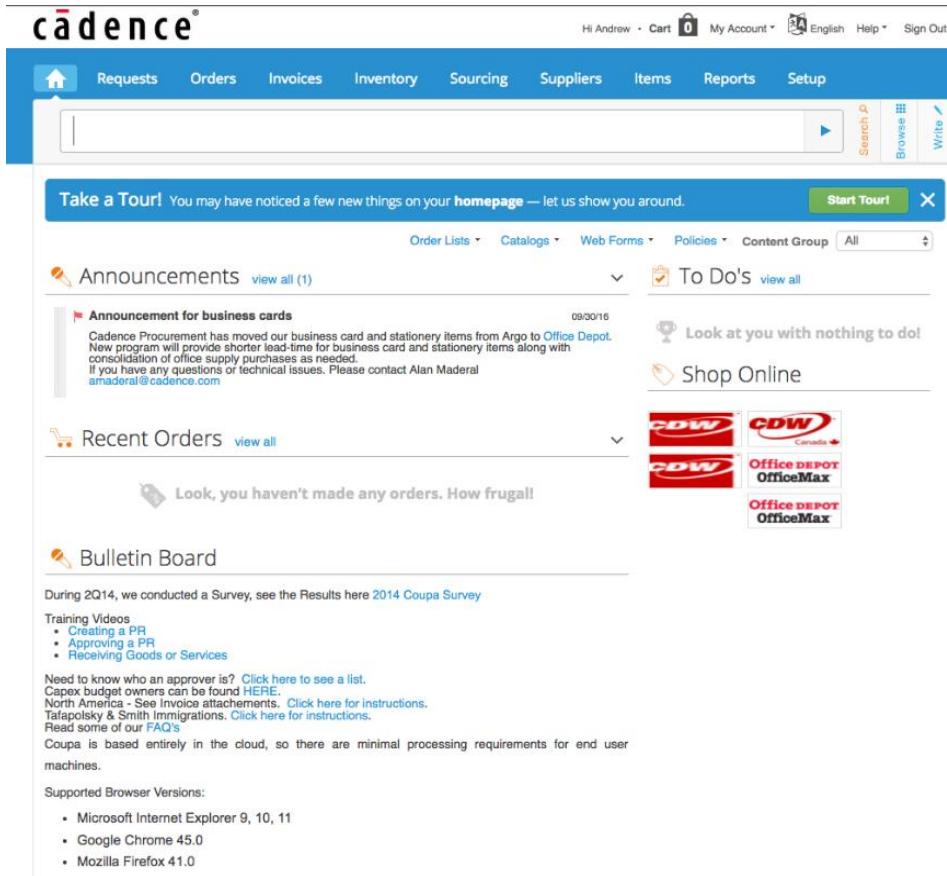
Order Tracking Process

To track your order, follow these steps:

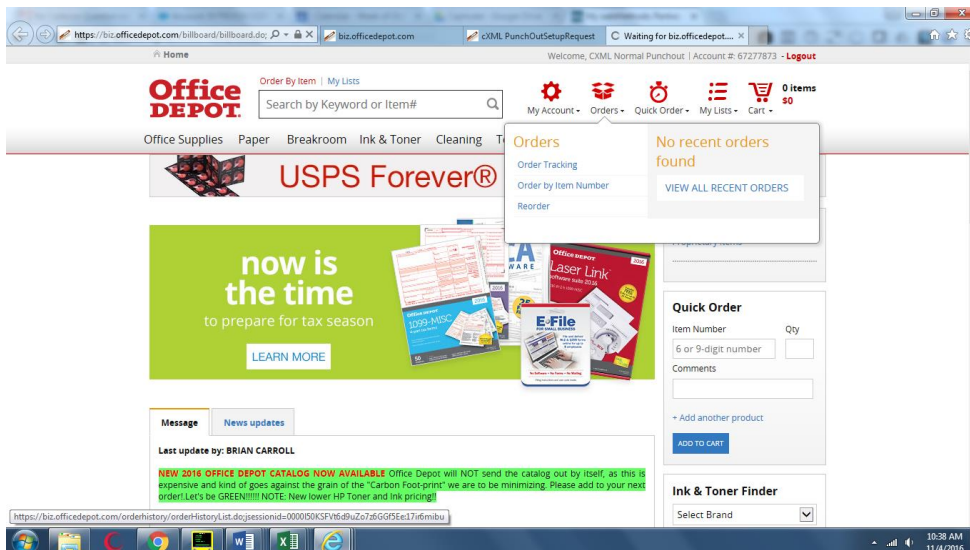
- From the Cadence Coupa Home Page, select Office Depot...
- Place cursor on Orders at the top then Click Order Tracking
- From this page, you can search by PO # if you Click on the Pull Down menu in the 'Search By' field and select PO #
- This page reveals recent Order #'s and their status
- If you desire additional information, Click on the specific order # (underlined in blue)
- From this page, you will see the Status of the Order, i.e. Shipped or Delivered
- To 'Track' the package, click on the Order # visible in the Tracking Field
 - If the Order has a "Shipped", you may see "Loaded/On Route" for Delivery today.
 - If the Order Status is "Delivered", you will see specific Delivery details (date, time, location)

Below are screen shots of the process detailed above:

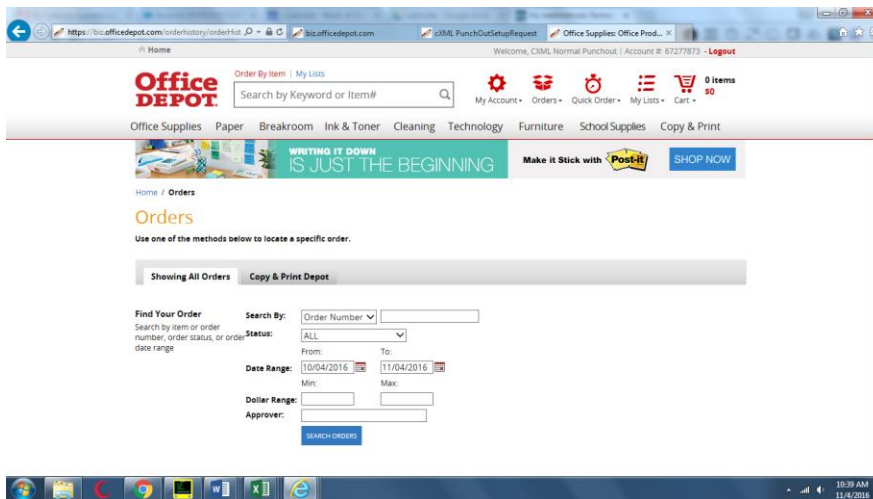
- From the Cadence Coupa Home Page, select Office Depot...



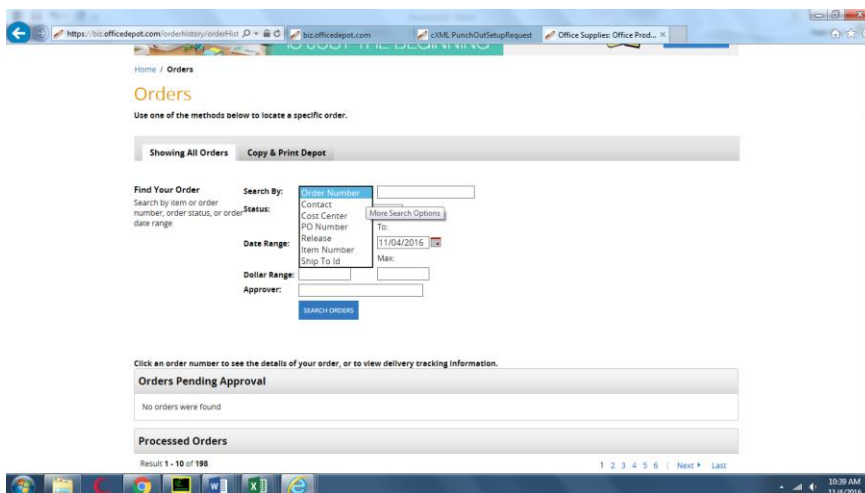
- Place cursor on Orders at the top then Click Order Tracking



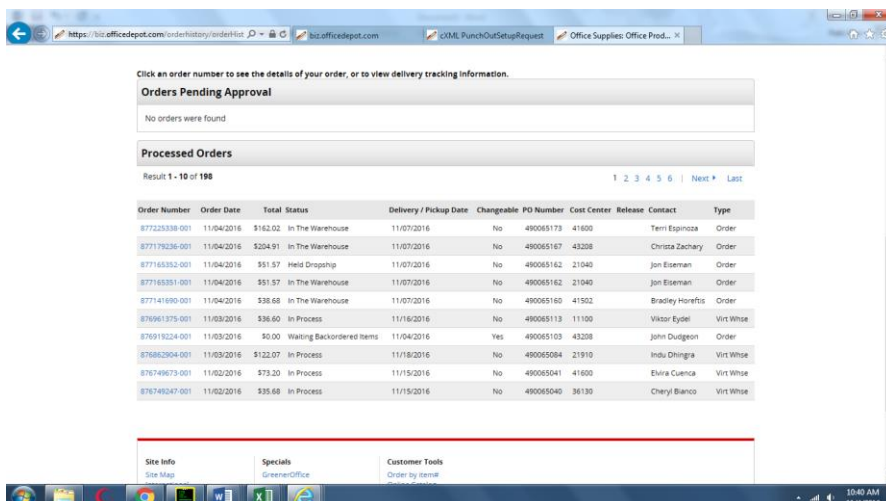
- From this page, you can search by PO # if you Click on the Pull Down menu in the 'Search By' field:



- Select 'PO Number':



- Click on the blue underlined order to see the Status of the Order



- From this page, you will see the Status of the Order. In this case the Order has 'Shipped'.
- To 'Track' the package, click on the Order # in the Tracking Field.

[Order By Item](#) | [My Lists](#)

[My Account](#)
[Orders](#)
[Quick Order](#)
[My Lists](#)
[Cart](#)

0 items \$0

[Office Supplies](#)
[Paper](#)
[Breakroom](#)
[Ink & Toner](#)
[Cleaning](#)
[Technology](#)
[Furniture](#)
[School Supplies](#)
[Copy & Print](#)

Make it Stick with
[SHOP NOW](#)

[Home](#) / [My Account](#) / [Order List](#) / **Order Detail**

Order Detail

[Print This Page](#)

Need Help?

- Email Assistance
- FAQs

Talk with a Representative
[Chat Now](#)

Order & Budget Information

Order Number:	876331168-001	Tracking:	876331168-001
Order Date:	11/01/2016	Status:	Shipped
Ordered By:	XINT	Shipped Date:	View Carton Details and Proof of Delivery
Last Modified By:	XINT	Delivery Date/Time:	N/A
Last Modified On:	11/02/2016	Comments:	

Shipping Information

Shipping Address:

CADENCE DESIGN
SYSTEMS INC
2655 SEELY AVE
SAN JOSE,
CA
95134-1931
USA

Billing Information

Billing Contact:	Desktop
Christine Saldana (408)944-7392Ext.0000	6.2.150
Payment Method:	PO Number
Credit Card	490064957
Credit Card Number:	Cost Center
*****	31900
Amount:\$69.76	Release

- Here you see the Order is "Loaded/On Route" for Delivery today.

[Home](#)
[Help](#)
[Store Locator](#)
[FREE IN STORE PICKUP](#)

Welcome, BRIAN CARROLL | Account #: 67277873 - [Logout](#)

[Order By Item](#) | [My Lists](#)

[My Account](#)
[Orders](#)
[Quick Order](#)
[My Lists](#)
[Cart](#)

0 items \$0

[Office Supplies](#)
[Paper](#)
[Breakroom](#)
[Ink & Toner](#)
[Cleaning](#)
[Technology](#)
[Furniture](#)
[School Supplies](#)
[Copy & Print](#)

Make it Stick with
[SHOP NOW](#)

Delivery Tracking System

Order Number 876331168-001 [< Back to order details](#)

Delivery Location SAN JOSE,CA

Carrier Pick up

In Transit

Delivered

Carton ID: 15879701

Date & Time	Status
11/02/2016 05:42 AM	Loaded/On Route

- Using another example, this Order status shows 'Delivered'.

[Order By Item](#) | [My Lists](#)

[My Account](#)
[Orders](#)
[Quick Order](#)
[My Lists](#)
[Cart](#) 0 items \$0

[Office Supplies](#)
[Paper](#)
[Breakroom](#)
[Ink & Toner](#)
[Cleaning](#)
[Technology](#)
[Furniture](#)
[School Supplies](#)
[Copy & Print](#)

USPS Forever® Stamps

[Home](#) / [My Account](#) / [Order List](#) / **Order Detail**

Order Detail

[Print This Page](#)

Need Help?
 • [Email Assistance](#)
 • [FAQs](#)
[Talk with a Representative Chat Now](#)

Order & Budget Information

Order Number:	875454551-001	Tracking:	875454551-001
Order Date:	10/28/2016	Status:	Delivered
Ordered By:	XINT	Shipped Date:	View Carton Details and Proof of Delivery
Last Modified By:	XINT	Delivery Date/Time:	N/A
Last Modified On:	10/29/2016	Comments:	

Shipping Information

Shipping Address:

CADENCE DESIGN
SYSTEMS INC
2655 SEELY AVE
SAN JOSE,
CA
95134-1931
USA

Billing Information

Billing Contact:	Desktop
Ondina Garcia Lopez (408)944-7392Ext.0000	5.2.206
Payment Method:	PO Number
Credit Card	490064826
Credit Card Number: *****	Cost Center
Amount:\$394.55	42167
	Release

- Click on 'Tracking' to see the Delivery Details...
- In this instance, the Delivery was made to the DeskTop at 7:36 AM on 10/31/16.

Delivery Tracking System

Order Number 875454551-001
[< Back to order details](#)

Delivery Location SAN JOSE,CA
Expected Delivery 10/31/2016 07:36 AM

Carrier Pick up

In Transit

Delivered

Carton ID: 10859601

Date & Time	Status
10/31/2016 05:41 AM	Loaded/On Route
10/31/2016 07:36 AM	Delivered Dropped Off

Carton ID: 10868001

Date & Time	Status
-------------	--------

Carton ID: 54545510

Date & Time	Status
-------------	--------

Cosignee safe place: Desk on

FAQ's for Ordering Office Supplies:

Q) How do I order office supplies From Office Depot?

A) Access Coupa. Select the Office Depot/Office Supplies 'Catalog' and follow the typical Coupa process.

Q) Once my order is placed, how do I know when my order will arrive?

A) Most all deliveries are delivered next day and you will see a Delivery Date on your order confirmation. For those items NOT delivering next day, you will see a message when placing your order on the approximate delivery time frame. **Please look for messages concerning estimated delivery date for your order!

Q) Where is my order being delivered and how do I change shipping address?

A) Your office supply order will be delivered to your desktop in San Jose only. All locations outside of SJ will be delivered to the front desk or receiving dock.

Q) But I am ordering a large marker board that is larger than 3x4, will that come direct to me desk?

A) ALL large boards and furniture items will come on a Furniture Delivery truck and will deliver to your Receiving Dept. For those items you will see Furniture Delivery under the item when placing your order. This will indicate that the item is NOT coming on the standard supply truck next day. You will see a separate message indicating when you can expect delivery of these items.

Q) I have received my order now what do I do.

A) Please make sure you check your order in against the packing list provided. If the order says you should have 10 ea of a notebook but the item is not with your delivery, this is a short ship. Please call Customer Service at 888.263.3423.

If an item is not with your order, please be sure to check that item is not on back order. You can call customer service to find out when your item should be delivered. Most back orders are delivered within 3-5 working days.

Q) I received my order but I am missing an item or I have a defective item. What do I do?

A) Call 888.263.3423 Customer Service. Please be prepared to provide them the order # and the item number of the product you have a question about.

Q) What is your return or exchange policy for office supplies?

A) Call Customer Service at 888.263.3423. Office supplies in their original, unopened/unused condition, may be exchanged or returned for a full refund within 30 days of purchase. Please be prepared to provide your Order #.

Q) I want to order an item that is restricted. How do I do this?

A) Contact Alan Maderal in Procurement 408.428.5717 amaderal@cadence.com

Q) I need to talk to someone from Office Depot, who do I contact?

A) The Office Depot Account Manager for Cadence nationwide is Jim Canelo.
Jim can be reached at: jim.canelo@officedepot.com

Business Cards and Stationery (Brand Identity BI)

You will now be able to order your Office Supplies, Business Cards, Letterhead, Envelopes and Thank You Cards all on the same platform. Office Depot and your Purchasing Team have worked to create a simple to use process for placing imprinted orders.

From Coupa, select the 'Business Card' online catalog. Once you arrive at the Office Depot landing page, **click on the CSO link** and you will be routed to the online custom stationery store front for Cadence. Review the templates for the various printed products, make your selection, add the variable information where specified and proceed through the ordering process like you were ordering standard office supplies. It is that easy!

Stationery Ordering Instructions

Below are screen shots of the ordering experience:

Step 1: From the Coupa Home Page, select the Business Card Catalog.

Step 2: Click on "Copy & Print"



Step 3: Select "Get Started" under Brand Identity (CSO)

Office DEPOT

Order By Item | My Lists

Search by Keyword or Item#

 My Account

 Orders

 Quick Entry

 My Lists

 0 items \$0

Office Supplies | Paper | Breakroom | Ink & Toner | Cleaning | Technology | Furniture | School Supplies | Copy & Print

MOST WANTED TOP SELLING PRODUCTS [SHOP NOW](#)

Home / Copy & Print Depot

Copy & Print Depot™

Document Printing Services



Count on us for copies, brochures, forms, posters, banners and more.

[GET STARTED](#)

File Cabinet



Easily retrieve and store documents from your dedicated file cabinet.

[GET STARTED](#)

Brand Identity (CSO)



Order your company's branded stationery products here!

[GET STARTED](#)

Step 4: Choose Quantity by product, Click "Create"

Cadence Catalog

Search Catalog... [Go >](#)



Cadence Business Card - BC01

[Details](#)

1 boxes (250 per box)

[Create](#)



Cadence Blank Notecard Envelope - EN01

[Details](#)

1 boxes (500 per box)

[Add to Cart](#)



Cadence #10 Standard Envelope - EN02 | Under Construction - Please Do Not Order

[Details](#)

1 boxes (500 per box)

[Add to Cart](#)

Step 5: Add your customization

Customization:
As you add to the text fields, the product will auto populate for instant product preview

Zoom Level:
Increase or Decrease Preview Image

Quantity:
Choose quantity in drop down

View Full Size Image:
To view a PDF Image

Email Preview:
Allows you to email a preview to others

Add to Cart:
Adds item to cart to proceed to checkout or continue shopping
Order More:
Click to continue shopping for print products

Special Characters:
Allows you to add special characters to text
-Click in text field
-Click on Special Character box to choose from icons

Product Preview:
Zoom Level: 175%
View Full Size Image

Form Fields:
First Name*
Last Name*
Title*
Department 1*
Department 2
Location
For all phones, please enter number only.
Direct*

Buttons:
Cancel
Add To Cart

Text:
Cadence Business Card - BC01
Cadence Design Systems, Inc.
www.cadence.com
cadence®
Please review your information. Your order will be printed exactly as shown.

Step 6: Non-Customized Items

Zoom:
Increase Image by Hovering over preview

Product Preview:

Buttons:
Cancel
Add To Cart

Text:
Cadence Note Cards - NC01
Quantity: 1 boxes (500 per box)
cadence™

Step 7: When finished ordering, select “Checkout” to enter billing and shipping data

Office
DEPOT.

Order By Item | My Lists

Search by Keyword or Item#

My Account

Orders

Quick Entry

My Lists

Cart

1 Items
\$29.99

Office Supplies

Paper

Breakroom

Ink & Toner

Cleaning

Technology

Furniture

School Supplies

Copy & Print



buy now. use forever. postage stamps

SHOP NOW

Home / Find Your Product

Print This Page

Shopping Cart

Continue Shopping

CHECK OUT

Description	Price/unit	Qty.	Available	B/O	Total
 Full-Color Business Cards, 14 Pt., 4/0, 3 1/2" x 2", Uncoated, Box Of 250 Item # 914829 Entered Item # 914829 Manufacturer Direct	\$29.99 / box	1 EDIT VIEW Remove Item	1	0	\$29.99

Comments

Update

Continue Shopping

Update Cart | Empty Cart | Save Cart To List | Share Cart

CHECK OUT

Available:

\$29.99

Backorder:

\$0.00

Subtotal:

\$29.99

Add a Coupon (More Information?)

Estimate Shipping & Taxes

1 item(s):

\$29.99

Need Stamps?

Need Help???

Please contact your Brand Identity Specialist with any questions/inquiries at 800-965-6270 Option 1

Page 13

**Office
DEPOT.**

cādence[®]

Brand Identity (BI)
FAQ's

COPY & PRINT
SERVICE

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- When can I expect my order to arrive and how can I request to expedite?
Turnaround is up to 8 days. Requests to expedite to 4 days can only be accepted within 4 hours of placing the order. Email Rob.deGuzman@officedepot.com to request.

- Can an order be revised once it has been placed?
No, orders go straight to production. Please utilize the proofing features before finalizing the order. If needed, cancel and re-enter the order.

- How long do I have before an order can be canceled?
An order can be cancelled within 4 hours of placing the order. Email Rob.deGuzman@officedepot.com to request.

- What if I don't see my address listed as an imprint option?
Email Rob.deGuzman@officedepot.com to request to add before placing the order.

- How can I order business cards for Canada?
Choose the Canadian address for the imprint and then ship to Cadence in San Jose, CA so they can forward to Canada.

Promotional Products

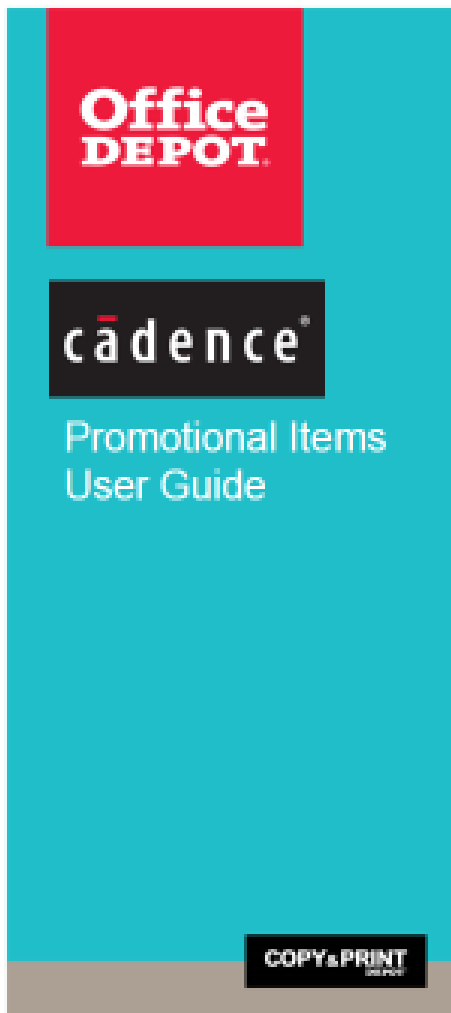
Explore the new selection of Cadence logoed items by accessing the Promotional Products Catalog on Coupa.

Thousands of additional items are available by special quote. Please send your requests to:

Rob.deGuzman@officedepot.com

Please feel free to make recommendations for additional logoed products that you'd like to see added to the site.

Promotional Products Ordering Instructions



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1. Login to Coupa ordering site.
2. Click on Promotional Items.
3. Choose from the assortment and place order.
 - Enter qty as well as color and size if applicable.

FAQ's for Ordering Promotional Products

The Office DEPOT logo, with "Office" in white and "DEPOT" in red, set against a red background.The cadence logo, with "cadence" in white lowercase letters and a registered trademark symbol, set against a black background.

Promotional Items
FAQ's

The COPY & PRINT logo, with "COPY & PRINT" in white and "SOURCE" in smaller white letters below it, set against a black background.

© 2018 Office Depot, Inc. All rights reserved.

- Are freight charges included in the pricing?

No, freight charges will be added after the order is shipped and will be listed during invoicing.

- When can I expect my order to arrive and how can I request to expedite?

Turnaround is 12-15 days. Requests to expedite shipping can be made by emailing Rob.deGuzman@officedepot.com to quote.

- Can an order be revised or cancelled once it has been placed?

No, promotional items can not be revised or cancelled after it has been placed.

- Can I have promo items shipped to Canada?

Yes, order will route to Cadence in San Jose, CA and they will forward to Canada.

Employee/Personal Purchase Program (EPP)

Please Note: This program replaces any Employee Purchase Program that has been in place at Cadence in the past. If you would like better discounts for your personal purchases, and a much more personalized ordering process, please re-register your personal Credit Card at the new portal site listed below.

Together, Cadence and Office Depot have established a partnership to support your personal office supply and back to school needs at a discount! Recognizing the value of your time, we offer two ordering options:

- 1) A quick and easy online ordering process to purchase goods at a discount (on qualifying items) for delivery to your residence
- 2) An In-store Discount Card that entitles Cadence employees to receive additional discounts (on qualifying items) at any Office Depot or Office Max Retail store in the United States.

EPP Online Ordering...

- Cadence Employees will receive additional discount of up to 10% for ONLINE purchases (on qualifying items).
- Residential Deliveries to all major markets in the U.S. will be made the next business via 3rd Party Carrier (i.e. UPS)
- Outlying areas will typically receive delivery within 2 working days.
- Simply click on the link below and self-register for ONLINE ordering.

<https://community.officedepot.com/GPOHome?id=76525286>

Office DEPOT
Business Solutions Division

cādence™

Welcome
Order and purchase all the essential products your business needs to thrive.
Find products for everything from shipping to cleaning to breakroom - all in one place.

Login
Enter your existing username and password to access community information and shop Office Depot products and services.
[LOGIN](#)

New Customer
By creating your own user profile, you will be able to purchase items at the negotiated price for your company.
[CREATE NEW USER](#)

industry solutions
Get support tailored to your business size and industry, from education to government & much more.
[LEARN MORE](#)

shop products
Find all the essential items you need to keep your business running as efficiently as possible.
[LEARN MORE](#)

services & support
From copy & print to procurement & payment solutions, we help you stay focused on the big picture.
[LEARN MORE](#)

dynamic programs
Get involved with Office Depot's many efforts to support diversity, the community and the environment.
[LEARN MORE](#)

FOR PROGRAM INFORMATION:
Account Manager
James Canelo
408.464.8807
408.464.8807
jim.canelo@officedepot.com

Office Depot
NEWS & INFORMATION

- **Welcome!**
Welcome to the new Office Depot® Communities Portal!
- **Emergency Preparedness**
You might not know when an emergency will strike, but you can be equipped when it does. Count on Office Depot® to help you set up an emergency contingency plan and ensure that you're equipped with the products you need to take quick action when necessary.
- **TUL® Writing Instruments**
Experience the Extraordinary! Introducing the new line of premium writing instruments from TUL®, now available at Office Depot®.
- **Cleaning Supplies from Office Depot®**
You can rely on Office Depot® for the products you need to clean every space of every office. We feature thousands of cleaning supplies to keep your workplace a healthier environment for employees and guests.

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[Privacy Policy](#) | [Terms of Use](#) | [Terms & Conditions](#)

EPP In-Store Purchases (Office Depot and Office Max)

As an employee of Cadence, you will receive an additional discount of up to 10% off your purchase (on qualifying items) when shopping at any Office Depot or Office Max store in the United States.

- Simply CLICK on this link below
- Print out the card
- Present it at your local Office Depot or Office Max store where they will laminate it for free.
- You are ready to start SAVING!!!!!!!

<http://business.officedepot.com/generalinfo/cadencespc.pdf>



The graphic features a background of blue school lockers. On the right, a white card is shown with the Office DEPOT logo at the top. Below the logo, it reads "Store Purchasing Program" and "SPC Account # 8012 674 1673". Underneath, there are "CARDHOLDER INSTRUCTIONS" in small text. The card is partially overlapping another card behind it, which also has the Office DEPOT logo.

Office DEPOT

Your Store Purchasing Card is here!

Office DEPOT

Store Purchasing Program
SPC Account # 8012 674 1673

Cadence, get custom-discounted pricing and more with your Store Purchasing Card:

Savings
When you shop at any Office Depot or OfficeMax® store, you'll always get the lower of the retail store price or your custom-discounted price.

Flexibility
Shop the way you want: online at business.officedepot.com, on the go with our mobile app or in Office Depot and OfficeMax® stores with your card.

Convenience
Need something right away?
Now get it same day in store with your card.

Plus, get discounts on black & white copies, color copies, binding, folding and cutting at our Copy and Print center.

Visit stores.officedepot.com to find a store near you.

Contact your Account Manager for more information.

Contact: Jereme Canale
Phone: (408) 464-8807
Email: jm.canale@officedepot.com

FREE Lamination of your Store Purchasing Card

Print Services

Office Depot is a trademark of The Office Club, Inc. OfficeMax is a trademark of OGI, Inc. © 2014 Office Depot Inc. All rights reserved.

EPP Return Policies and Procedures...

What do you do if you have merchandise to return?

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

- Returnable items include any products sold by *Office Depot, Inc.*
- Merchandise should be returned within 30 days of the original purchase.
- For Online orders, to ensure accurate credit and pick up coordination, please be prepared to provide the following information.
 - Account number* (**Employee Personal Purchase Acct # is 76525286**)
 - Original order number*
 - Item number of product being returned*
 - Reason for the return
 - Your name and how a Customer Service Representative or the driver may contact you.
 - This information may be located on your packing slip, within your account history on the Internet or by calling the Customer Service Department at 1-888-263-3423.
- Items should be unused and in their original packaging.
- Returns may be requested via phone, fax, or Internet.
- Customer Service Phone Number: 1-888-263-3423

EXCEPTIONS:

- Items not in the original packaging. (Please, contact the Customer Service Department if you have any concerns).
- Custom or imprinted items (unless produced incorrectly or delivered defective).
- Special order items (unless received in error from the manufacturer).
- Technology Items can be returned with all accessories and original packaging within 14 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.

We hope you will take advantage of your Cadence Employee
Discount with Office Depot!