Office DEPOT OfficeMax

BSD Customer Support

You can connect immediately with a customer service representative, Monday–Friday 8:00 A.M. to 8:00 P.M. (ET), using our **Live Chat** functionality or by calling us toll-free at 888.263.3423.

Return Procedures

Phone Orders:

Step 1: Call the Office Depot Customer Service team at **888.263.3423** and provide the invoice/order number and 6-digit Office Depot product/SKU number and/or the manufacturer's part number of the product being returned and credited.
Step 2: Provide a brief description of the reason for the return/credit (i.e. ordered in error, damaged/defective, etc.).
Step 3: Place the merchandise in your standard delivery area for pick-up.

Web Orders:

Step 1: Put your curser over the "Orders" tab in the top navigation bar and click on "Order Tracking".
Step 2: Locate the sales order number that you need to place a return on under Processed Orders. Once the order detail appears, click "Begin Return" in blue next to Add To List under Total." Note: You can search by order number instead of going through the list of orders under Processed Orders. Type the order number next to Search By Field (ex: 123456789) and then click Search Orders.
Step 3: Verify address or change address if merchandise is at a different address.
Step 4: Click Exchange or Return for Credit. Fill in the return quantity, select the reason for the return, and number of boxes that you will be returning and click "Continue." A confirmation number for your return will appear. Please print this page and/or write this number down and keep for your records. For further assistance in processing your return online, please contact Customer Service at 888.263.3423.

EXCEPTIONS:

1. Items not in the original packaging.
2. General Supply Items over 30 days and technology items over 14 days.
3. Custom or imprinted items (unless produced incorrectly or delivered defective).
4. Special order items (unless received in error from the manufacturer).
5. Dated items must be returned within 30 days of purchase.

If you have any concerns about orders with these exceptions, please contact sandy.saltaformaggio@officedepot.com or call Sandy S. @ 504-419-7920.

Please visit our Customer Service page on business.officedepot.com for complete details on our Return Policy.