Office DEPOT
Taking Care of Business

And

Southern Wine & Spirits
Dedicated to Sales & Service

Have joined together to...

Bring you a world of savings!

PARTNERING FOR SUCCESS!

Together, **SOUTHERN WINE & SPIRITS** and *Office DEPOT's* Business Services Division established a partnership to support and service your business. Recognizing the value of your time, we have developed a quick and easy ordering process and included this simple instruction guide.

Office DEPOT
Taking Care of Business

HELPFUL INFORMATION TO PROCESS ORDERS AND SERVICE REQUESTS

- Your account number is **89209379.**
- Your account has been set up to order through the Internet.
-

Internet Address – http://bsd.officedepot.com

1. Login Name: YOUR ENTIRE EMAIL ADDRESS
2. Password: LOGIN INITIAL PASSWORD IS WELCOME

There are some individuals who place orders but that are located at a warehouse or corporate facility. In that case, you will log on using your National Stores Email address.

- When ordering items not listed in the *Office DEPOT* catalog, call *Office Depot's* Customer Service Department at **888-263-3423** for assistance in answering your questions.
- It is recommended you accumulate items you or your location may need to minimize the transaction and delivery expenses. It is recommended your order be a minimum of $50.
- To request an Office Depot catalog, add item **# 107215** to your order and a catalog will be delivered to you.
- If you have any questions about the **SOUTHERN WINE & SPIRITS** program, please contact Heidi Blye at 562-926-2000 or heidiblye@SOUTHERNWINE.com
- If you have any questions regarding the **Office Depot** portion of the program, please contact
  - Elaine Rahn at 562-490-7429 or Elaine.Rahn@officedepot.com or
  - Michelle Boy at 562-988-9918 or Michelle.Boy@officedepot.com

DELIVERY & FREIGHT INFORMATION

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

In the interest of controlling overall costs, it is suggested that you accumulate your requirements and place orders valued at $50.00 or more.

Office DEPOT
Taking Care of Business

RETURN POLICY 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.*
- Merchandise should be returned within 30 days of the original purchase.
- To ensure accurate credit and pick up coordination, please be prepared to provide the following information.
    1. Account number
    2. Original order number
    3. Item number of product being returned
    4. Reason for the return
    5. 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 **888-263-3423.**
- Items should be in their original packaging.
- Returns may be requested via phone or via the Internet under Order Tracking.

  Customer Service Phone Number – **888-263-3423**

  Office DEPOT Business Services Division Internet Address – http://bsd.officedepot.com. Retrieve the order from Order History & Tracking. Click the Submit Return button and complete the required information.

EXCEPTIONS:

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. 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 that will take place to pick up the item and deliver a new item or process the credit due. If you are doing your return via the internet, you will get a confirmation number authorizing the pick up.

On behalf of Office Depot, we want to thank you for your business; we look forward to servicing you in our strategic partnership!

Office DEPOT
Taking Care of Business

Products and Services

Office Supplies

Our commitment as a company is to supply your office product needs with brand name and private label, quality products. We have 12,800 in-stock office supply products ready for delivery!

Furniture

Office Depot's Business Services Division inventories more than 1,100 different furniture items at all times. So in addition to being able to order more specialized pieces, you can always choose from a vast assortment of stocked furniture and know your selection is available for immediate delivery.

Business Machines, Computer Supplies and Accessories

Our office technology offering includes the most up-to-date listing of brand name products.

Office DEPOT
Taking Care of Business

Technology

Over 100,000 products such as workstations, networking, notebooks, PCs, monitors, servers, printers and more. Services include equipment leasing, software licensing and special volume price discounts. See your account manager for more details.

Store Copy Center

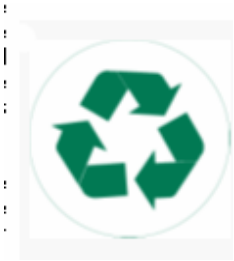
Take advantage of our retail store's copy and print center by using your convenient Store Purchasing Card.

Janitorial / Sanitation Supplies

While Office Depot has great savings on office supplies, we can help you maximize your purchasing power with competitive pricing on top-brands of in-stock janitorial products. We offer, among others, cleaners, wastebaskets and bags, mops and brooms, paper products, first aid products, safety items, recycled bins, air fresheners, hand trucks ladders and stools.

Office DEPOT
Taking Care of Business

Recycled Products / Programs



Office Depot offers a full line of recycled, reusable and refillable products. We understand the obligations businesses must meet in the upcoming years relative to waste reduction. We are committed to providing every opportunity to you to meet these requirements with office product purchases and recycling programs.

Toner Cartridge Recycling Program

Office Depot partners with our customers and provides toner recycling at no cost to you.

- When placing an order simply order these recycle boxes and they will be delivered to you at no cost. Simply fill the boxes with your used toner and ink cartridges, seal the box and ship. A prepaid shipping label is included on each box.
    - 816656 Toner cartridge recycle box
    - 824712 Inkjet cartridge recycle box

We actively:

- Recycle Supplier Corrugated Boxes
- Recycle White Paper
- Utilize only recycled boxes to ship our products to customers
- Use boxes that contain recycled fibers and are printed with earth-friendly water based inks

Office DEPOT
Taking Care of Business

Frequently Asked Questions

- *I've looked all through the catalog and can't find the item I really need; does this mean Office Depot doesn't have it?*

  Not at all, Office Depot carries over 15,000 items in its full line catalog, but we have access to many other products through various sources. Please call your customer service representative for help.

- *We just received our order and I thought I ordered 12 pens, but received 12 BOXES, what do I do?*

  First of all don't panic, remember our Return Policy (they can be returned). Every item in the catalog is assigned a unit of measure (each, dozen, box, pack, set, etc....) to assist you when placing your order.

- *I went to my local Office Depot retail store, and I told the cashier I have a BSD account and they wouldn't let me have my discount, why?*

  The contract between Office Depot and your company can only be utilized at the retail stores with the use of the Office Depot Store Purchasing Card. If you do not have a Store Purchasing card, you can call customer service and place a pick-up order at the store of your choice.

- *I need to order furniture and I'm not sure what I really need or the options I have, who do I call?*

  Call your Office Depot Account Rep, he/she is trained to assist you in any way they can. He/She will come out to your location measure the area, make drawings, show wood or laminate samples, show fabric samples and generally help in any way possible. Let us help; all you need to do is call.

Office DEPOT
Taking Care of Business

- *My order usually arrives around 2:00 PM, which is usually fine, but I need this order first thing tomorrow morning because of a special project, what can I do?*

  Orders are usually routed on a truck early in the morning and the Delivery Service Representative follows the same route everyday, which is why your orders are delivered around the same time everyday. Due to many factors we are unable to change the routes due to customer demands. These situations make the Office Depot Store Purchasing Card a valuable tool. You may also call our customer service and place a pick-up order at the store of your choice.

- *It's early in the morning; I just arrived at work and realized I needed something added to my order. My order usually arrives around noon; can I call to have it added to today's order?*

  Orders are pulled at night and the delivery trucks are loaded and usually leave well before 8:00 AM This is another reason the Office Depot Store Purchasing Card is such a great tool.

- *When I'm placing an order, occasionally I see the letters MWDVE next to the item; what does it mean?*

  MWDVE Indicates items manufactured or distributed by companies owned by Minorities, Women, or Disabled Veterans (the "E" stands for Enterprises).

- *Help, I'm in the Office Depot Internet Site and forgot how to set up a Custom Shopping List, what do I do?*

  Click on the ONLINE TRAINING button, it will go through each step of the set up for this or almost any other procedure on the Office Depot Internet Site.

Office DEPOT
Taking Care of Business

- *I would like some tips on how to get my work area more Ergonomically Correct.*

  On the Internet Site click on WORKPLACE ERGONOMICS to find useful tips about fitting your workplace to you.

- *I need additional copies of the catalog, how do I get additional copies for my office?*

  Many offices like to keep several of our catalogs on hand so that it is easy to find when you need it. The catalogs are offered to our customers free of charge. You can request a catalog with your next supply order by Internet, phone and fax. Use the item number printed on the lower right hand corner of the back catalog cover.