



Dealer Program Service Level Agreement

Welcome to Office Depot! We are pleased to be the preferred supplier of the Steelcase Dealer Network! Following is information important to your organization's office supply program.

Your Account Number is: 43779460

- Your shipping location is active and available in for use. Should you decide to order via telephone, you may begin enjoying your Steelcase savings immediately!
- Log on to Blueshare network and fill out the online form to request your personal login. Your request will be answered within 48 hours.

Your Personal Customer Service Team:

- Sarah Short, Account Manager, Sarah.Short@officedepot.com, 616-940-8848 x: 225, 616-940-8848
- Stacy Richardson, Service Consultant, Stacy.Richardson@officedepot.com, x: 227
- Debra Gerber, District Sales Manager, Deb.Gerber@officedepot.com, x: 221
- E-commerce Technical Support: 800-269-6888
- Your customer service team will be available to you Monday-Friday, 8:00-5:00

Placing Orders:

- Internet web ordering: <http://bsd.officedepot.com> (24 hour service!)
 - o Please consult Blueshare site to request your custom login!
 - o E-commerce Technical Support Desk: 800-269-6888
- Telephone: 1-888-2-Office (7:00am-8:00pm, Monday through Friday)
- Fax: 888-813-7272
- Promotional Products: 800-929-4977

Delivery:

For orders placed before 4:00pm, Steelcase dealers are offered next-business-day delivery, free of charge. In addition, you will be rewarded when you consolidate your orders! The following discounts will be applied based on order size:

- 1 % additional discount for any orders placed > \$100.00
- 1.5 % additional discount for any orders placed >\$200.00
- For orders \$0 - \$99.99, no additional charge will be assessed

The above discount structure applies to catalog orders only. Special orders, promotional products, technology, furniture projects, or other non-catalog items are excluded and can be competitively discounted on an individual basis.

Office DEPOT®
Business Services Division



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Pricing:

Office Depot believes your pricing to be the lowest available, based on the aggregate sales of the entire Steelcase organization. Your pricing is negotiated for you and will remain very competitive for the life of the relationship between Office Depot and Steelcase Inc. To inquire about the exact price of an item, sign on to our secure web site or call your customer service team.

Your most deeply discounted “contract items” are regularly updated on the Office Depot website and listed under the “My Shopping List” tab as “Best Value”. These items will also be listed on the Blueshare site. Shop here first to receive best pricing. Additional discounts are included when ordering directly from the catalog as well. To order your full-line Office Depot catalog, please place item number 556-130 on your next order!

Returns:

To return a product, contact our Customer Service Department at the telephone number above. Products can be returned for any reason in saleable condition within thirty (30) days. Special order merchandise may not be returned, and is noted within the full-line catalog.

Accuracy:

If you believe there has been an error in filling or placing your order, please contact our Customer Service Department immediately. We will rectify the situation promptly. Feel free to contact any member of your customer service team as well if you have specific program questions, or if you have a unique request that customer service is unable to assist.

Thank you for choosing Office Depot!!

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