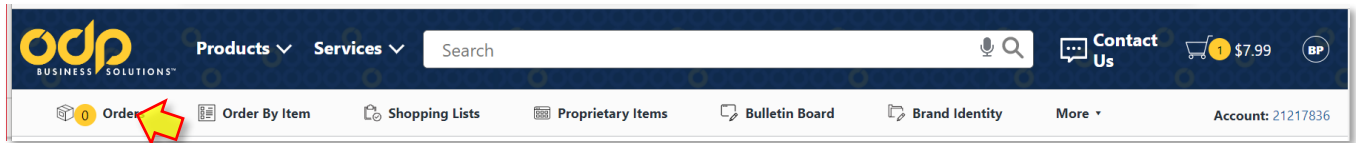


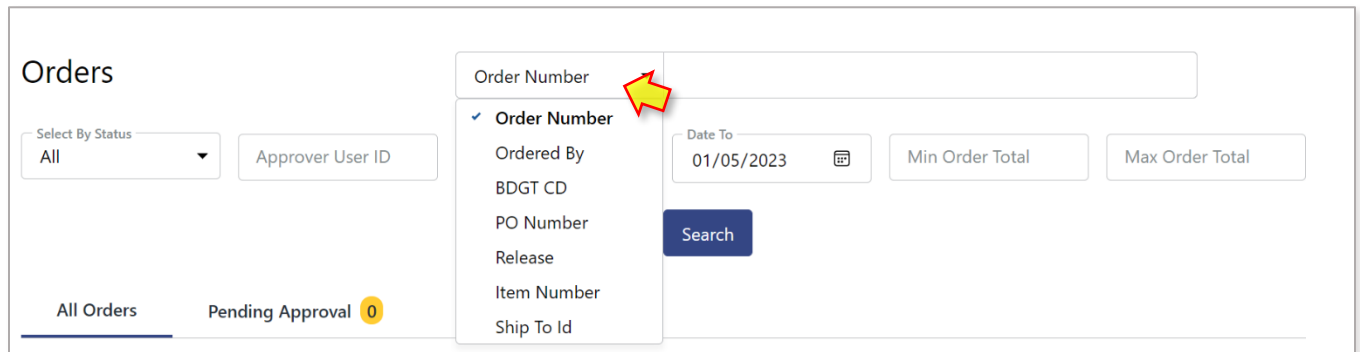
Order Returns

You may create a return request online by following these steps:

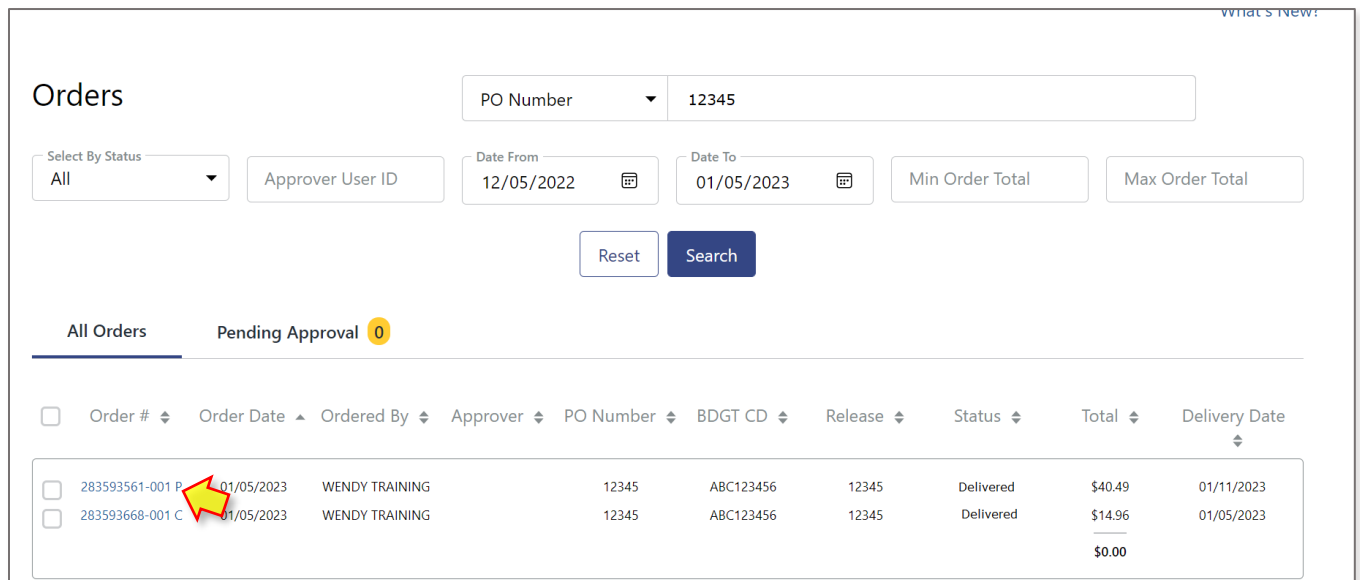
- Click on the “Orders Icon” within the header or the “Orders Link” under your profile section.



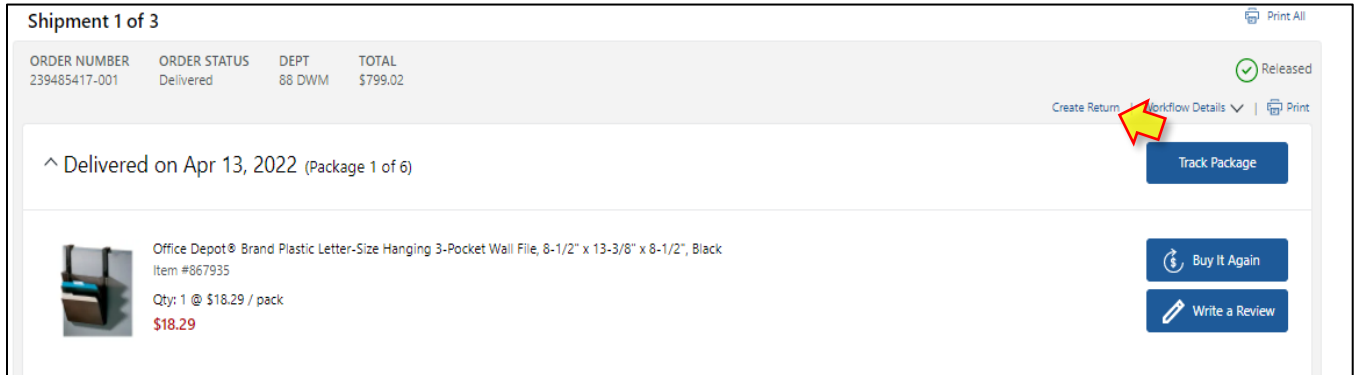
- Click on the desired search parameter and select Order Number, PO Number, etc.,



- Orders matching your search criteria will appear below . Click on the Order number to open the order detail.



- Click on “Create Return” at the bottom of the top of the Order Detail page.



- Follow the prompts :
 - In the box to the left of the item, click to Select the item or items you want to return,
 - Enter the quantity to be returned.
 - Indicate if a return or exchange
 - Select a reason from the drop-down list and click continue. *(The reason selected for your return will not affect your ability to return the product or initiate any services charges)*
 - Review the information for the return and click “Submit Return” at which point you will get a return authorization number for the return.
 - Please note your return authorization number and if needed tape it to the outside of your return package.
- Your return pickup will be scheduled to coincide with your next delivery, or within 5 days if no orders are scheduled.
- 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.
- You may submit multiple items for return but only one online return request per order . Please contact Customer Service if you need to return an additional return authorization for the same order.

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 888.263.3423 (888.2.OFFICE) to place a return for these orders.