



## **PRODUCTS / SERVICES OFFERED**

### **Service and Support**

- "Office Supplies"
- **Complete Breakroom product offerings and support**
- **National and Private branded in store coffee/ water and beverage services**
- **Extended Office Furniture offerings from multiple national and international manufactures to meet all price points.**
- **Copy and Print:** Office Depot can support your needs on a local and national basis with next day and same day services.
- **Auto Toner replenishment,(ATR)** Office Depot is the first to offer this free service to automatically replenish your toners, eliminating the need to tie up capital in toner inventory....NO MORE WASTE!
- **Tech Depot:** Office Depot carries over 200,000 computer related supplies for all your technical product and service needs.

### **BEST FEATURE**

Office Depot, dedicated to helping customers save time and money, provides office supplies and services through 1,677 worldwide retail stores. Office Depot also has a dedicated sales force, top-rated catalogs and global e-commerce operations. Our retail stores are also open 7 days a week. This is convenient for you so you can receive your contract pricing on weekend or after hour purchases with your store purchasing card or procurement card.

### **HOURS OF OPERATION**

Your designated Account Manager is Available Monday through Friday from 8:00am-5:00pm.

**Your "TBC" Dedicated National Customer Service support team- Monday through Friday from 7:00am-8:00pm.**

Over 1100 North American Retail Stores- Open every day with varying hours nationwide.  
Orders placed by 5pm on the Office Depot website will have free delivery next day service.

### **MARKETS SERVED**

Office Depot, dedicated to helping customers save time and money, provides office supplies and services through 1,677 worldwide retail stores, including 1100+ in North America and 100+ stores in Mexico. Office Depot also has a dedicated sales force, top-rated catalogs and global e-commerce operations. We also offer free delivery across Canada and sales support.

### **PRICING**

Office Depot offers all "TBC" franchise stores a pre – negotiated and deeply discounted core list of over 400 items. TBC has negotiated this custom pricing by leveraging their strong buying power. In addition Office Depot has over 2,200 items we are offering at an extra 5% off our competitive everyday web price.

### **WARRANTY AND LABOR CLAIMS**

Office Depot's warranties shall be limited to Office Depot-branded products. For all other products, Office Depot will pass through to Customer, to the extent permissible under applicable law, all manufacturer-supplied end-user warranties.

### **DELIVERY OPTIONS**

Order by 5:00 p.m. local time via phone/online or by 3:00 p.m. local time by fax and your order of \$50 or more will be delivered FREE the next business day between 8:30 a.m. and 5:00 p.m. local time, Monday through Friday, within our local delivery areas. Most furniture items excluded. Subject to product availability.

### **HOW TO PLACE ORDERS**

**To place an order or to view pricing for the Office Depot Program please use the franchise, pay by credit card wesbite link <https://business.officedepot.com/postLogin.do>**

**Order options are the following:**

- **Phone**
- **Online/internet**
- **EDI**
- **Email**

**RETURNS PROCEDURE****Refunds and Exchanges**

Your complete satisfaction is our primary concern.

At Office Depot, we want to be sure that every purchase is the right one for you. If you are dissatisfied with your purchase for any reason, you may return most items in their original packaging within 30 days of purchase for a replacement or full refund.

To place a return online, click on the Order Number under Order Tracking. Click on the Begin Return link on the Order Detail page to start the return process. For further assistance in processing your return online, or if the order does not have a Begin Return link, please contact the Technical Support Desk at **800-269-6888**.

\*Please Note: Only one return per order may be processed online. If an additional return is required please contact Customer Service at **888-263-3423**.

**Exceptions:**

-Furniture, Computers, and Business Machines with accessories in original packaging can be returned within 14 days after purchase for a full refund.

-Notebooks, PCs, and open software (with accessories in original packaging) can be exchanged for the same item within 14 days of purchase.

Special Order Products may not be returned or exchanged. This includes items that are not stocked in one of our warehouses and/or are indicated as SPECIAL ORDER.

-Technology products sold by Tech Depot are subject to Tech Depot return policies and a Return Authorization must be requested in advance. Please call **1-800-721-8344** or consult the policy at Tech Depot General Policies. Merchandise may NOT be returned to an Office Depot Retail Store or picked up by our Delivery Driver Network.

**PAYMENT TERMS**

Office Depot's standard payment terms are Net 30 days from date of invoice.

**TECHNICAL HOTLINE****Technical Support**

For technical issues related to XML, contact the B2BSupport team at [B2BSupport@officedepot.com](mailto:B2BSupport@officedepot.com). For problems not related to connectivity and configuration, the Level 2 Support at Office Depot may be called upon to provide technical expertise. You may also call the Electronic Commerce Technical Support Desk staffed by trained MIS Professionals and is available from 7:00 a.m. – 8:00 p.m. ET, Monday through Friday at (800) 269-6888 at no cost to the customer.

**Online Chat**

The help function within our Website also provides an online chat function to connect to Office Depot. Chat is available Monday through Friday 8:00AM -11:00 PM E.S.T. for BSD customers and 24 hours a day, 7 days a week for retail customers.

**CONTACT INFORMATION**

**Kathleen Sinn**

**Major Accounts Manager**

**561-577-4109**

**[Kathleen.sinn@officedepot.com](mailto:Kathleen.sinn@officedepot.com)**