

RETURN POLICY

March 1, 2014

To initiate a return, contact our Customer Service department via email at customerservice@officesolutions.com or call 800-859-0128, option "1" to speak to customer a service representative. A return can also be processed through our ecommerce site at www.officesolutions.com.

Catalog and Online Items

Merchandise illustrated in the Office Solutions catalog and/or available online at OfficeSolutions.com is subject to return within 30 days of purchase. To receive full credit, returned merchandise must be in the original packaging and in resalable condition. Please do not write on or deface actual product packaging. Any components, manuals, registration card(s), software, cables, and /or accessories must also be included. If merchandise is returned to our warehouse in non-resalable condition, we will be unable to issue a credit and product will be returned to customer.

Damaged or defective merchandise must be reported within 5 business days. If the wrong quantity or the wrong item is received the discrepancy needs to be reported within 2 business days of receipt of merchandise.

Catalog and Online Item Exclusions

Due to limited shelf life, safety concerns and health laws, we are not able to accept returns on the following items:

Food/Beverages

Health Products (Advil, Tylenol, all First Aid Items)

Calendars and Dated Products for current or prior years

Catalog Furniture may be returned within 5 working days. Furniture items that have been assembled or out of the carton are not subject to return.

Non-Catalog – Special Order Products

Special Order Furniture non-catalog or special order furniture is non-returnable, unless defective. Defective products must be reported within 2 business days of receipt of merchandise

Non-Catalog or special order product is non-returnable.

Custom Products

Imprinted or customer specific merchandise is non-returnable and will require a sign-off by the customer.