



### Account Information

Our Office Depot Account #: **28337294**

Web address: [business.officedepot.com](http://business.officedepot.com)

Customer Service #: **888-263-3423**

**Account Manager:** [joanne.iannazzone@officedepot.com](mailto:joanne.iannazzone@officedepot.com)

(561) 927-7283

### On-line Tutorials

To review how to navigate through the Office Depot website, you can click on the Customer Service link at the Bottom right of the screen. The User Guide and Web Demonstrations can be accessed by scrolling down to General Help on the lower left side of the Customer Service page.

### Delivery

Deliveries will be made the next business day, unless otherwise noted by Office Depot provided your order has been received by 5:00 p.m. local time via the Internet.

### Freight

Standard orders will be delivered free of freight. *Please try to consolidate your orders to \$50 or more. Whenever possible, we ask that you try to order once per week. Ordering in bulk is a simple way to reduce costs, waste, fuel and greenhouse gases. You will save on paper, staff time and logistical costs while also reducing the product packaging waste & carbon-dioxide emissions associated with delivery of your office supplies.*

### Upon Receipt of Your Order

Verify that all items on the packing slip listed as shipped are in your order. Any shortages or incorrect items should be reported to the Office Depot Customer Service Desk within 10 days of delivery. Items on backorder will be noted on the packing slip.

#### BSD Customer Support

Office Depot's nationwide network of sales offices, retail locations and delivery centers provide you with unparalleled customer support when you need it. You can connect immediately with a customer service representative, Monday–Friday 8:00am to 8:00pm by using their **Live Chat** functionality or by calling them toll-free at **888.263.3423**. For technical support, their **E-Commerce Support Desk** is available via phone at **800.269.6888**.

### Return Procedures

#### Web Returns:

**Step 1:** Click on "Order Tracking" located in "My Account" in the top navigation bar.

**Step 2:** Locate the sales order number that you need to place a return on. Once the order detail appears, click "Submit Return."

**Step 3:** Fill in the return quantity, select the reason for the return and enter any special instructions and click "Continue."

A confirmation number for your return will appear. Please print this page and/or write this number down and keep for your records. For further assistance in processing your return online, please contact the BSD Technical Support Desk at 800.269.6888.