



# Welcome Guide: MEALS ON WHEELS

## Welcome to Office Depot.

We are your single source for Office Supplies, Toner, Paper.

Office Depot is proud to have the opportunity to partner with Meals On Wheels Association of America. Our goal is to make purchasing from us as simple as possible. The following pages include information on how to order from Office Depot, including details on:

- > Product information
- > Pricing
- > Delivery
- > Customer service
- > Returns

You also will find helpful tools to reduce the time and money spent on procuring supplies. We look forward to working together.

## Online pricing, ordering and service

Visit <http://business.officedepot.com>

Account number: 59047500

Login Name:

Password:

## Office Depot Customer Support

Phone: 888-2-office (888-263-3423)

Contact website support at 800-269-6888

Customer Service Hours:

Monday thru Friday, 7AM to 7PM, local time

*Orders and returns may be processed on web 24/7*

Global Service Consultant:

[Erica.Bentley@officedepot.com](mailto:Erica.Bentley@officedepot.com)

National Account Manager:

[Kimber.Washkowiak@officedepot.com](mailto:Kimber.Washkowiak@officedepot.com)

## Getting started

### Confirmation of your order

For every order placed, you will receive an email confirmation that details your transaction and product status of the items you ordered.

### Online customer service

Request an online chat or a phone call with just a click. Customer service will return your call within 10-60 seconds when you request a call through the live online assistant.

### Delivery

Place your order by 5 p.m. and get it the next business day. Orders placed on Saturday and Sunday are delivered the following Tuesday. We can accommodate same-day deliveries in some cases, but additional charges may apply. Plan ahead to avoid paying same-day charges and running out of supplies.

### Order Office Depot-branded items in catalog where available

These items are value priced and include an assortment of environmentally preferable products, such as Office Depot-brand sticky notes.

**Select Best Value Items to maximize savings** In order to assist you with selecting the most cost effective items, all Meals On Wheels contract items are tagged with a Best Value Icon.

You can easily locate Best Value items by accessing the preloaded shopping lists by clicking on the My Shopping List link on the top of the Office Depot website.

Additionally, search results will display Best Value before displaying non-contract items.

## Merchandise returns policy

Returns are accepted on stock catalog items in new condition with original packing slip and within 30 days of the original invoice date. No returns on custom-made, made-to-order or assembled furniture, unless defective. No returns on special orders, food & beverage items, other ingested or absorbed items, hazardous materials, non-catalog items and technology items (including hardware, software and peripherals), unless the technology manufacturer allows returns. Office Depot will consider returns of special orders and non-catalog items on a case-by-case basis.

We will replace all defective and damaged products at no charge to you within 30 days of invoicing the original order. Thereafter, you'll need to follow the manufacturers' product warranty policies.

For all returns, follow these guidelines:

1. Call Office Depot Customer Service Team at 888-263-3423 or request an Authorization to Return (ATR) number by accessing Order History under My Account on [business.officedepot.com](https://business.officedepot.com) and selecting *Begin Return* from the bottom of your order detail page. To expedite your service when contacting us, have handy a copy of the packing list that came with your order.
2. Write ATR number on packing slip and attach it to the merchandise you're returning. If you process a return online you will be able to print a shipping label to affix to the outside of the shipping box. Do not mark manufacturer's original packaging, and make sure resealable products are in original manufacturer's packaging.
3. On packing list, note reason for return (damaged, ordered incorrectly, incorrect item sent, quantity error, etc.).
4. Place the merchandise, with the ATR number noted clearly on the label, at the same place you received your order.