



TODAY'STM
BUSINESS SOLUTIONS

MBE Texas HUB Certified Partner
with OfficeMax

RETURN POLICY

If you are not satisfied with your purchase, simply return it to us in the complete and original packaging (together with all accessories and manuals) within 30 days of the date of purchase. We will gladly replace or repair the item, or return your money.

Step 1. Call customer service at #888-373-2730

They will need the invoice number, product number, and quantity to be returned.

Step 2. Attach the **A**uthorization **T**o **R**eturn (**ATR**) to the outside of the box that will be returned.

Merchandise should be taken to regular delivery area to wait for pick up.

Step 3. Your regular delivery personnel will pick up the merchandise in 1-3 business days.

Guidelines:

Office Supplies may be returned for a full refund within 30 days of the original purchase date with the original sales receipt or delivery packing list or exchanged for an identical item regardless of when you made your purchase. Supply returns without a receipt/packing list will be eligible for an exact-item exchange or a Merchandise Credit for the lowest sales price in the past 60 days. Items no longer stocked by OfficeMax will not be eligible for return.

Ink/Toner may be returned in the original, unopened packaging within 30 days of the original purchase date with the original sales receipt. Opened ink/toner or ink/toner without a receipt will be eligible for an exact-item exchange or a Merchandise Credit for the lowest sales price in the past 60 days. Ink/toner no longer stocked by OfficeMax will not be eligible for return. Due to current restrictions, Dell toner cannot be returned.

Technology products can be returned in the original packaging (including all accessories and manuals) with the original sales receipt within 14 days of the original purchase date. Opened technology returned within the 14-day period with the original sales receipt will be subject to a 15% restocking fee. Defective technology items with the original sales receipt may be exchanged for the same item within 14 days of the original purchase date. Technology items consist of, but may not be limited to, computers (desktop, laptop or netbook), monitors, digital cameras, hard drives, business machines, networking equipment, projectors, cash registers, digital picture frames, shredders, telephones, computer peripherals and accessories. Software may be returned in the original, unopened packaging within 14 days of the original purchase date with the original sales receipt/packing list. Opened software can only be exchanged for the identical title, with new software unsealed at the time of exchange to complete the return.

Max Choice **Furniture** and any assembled furniture cannot be returned. Returning furniture is easy. We are happy to accept returns on stock catalog items in new condition. These items must be returned in their original packaging within 14 days. Custom or made-to-order furniture is only returnable if defective.

Except for special orders, non-catalog items, and technology items (including hardware, software, and peripherals), OfficeMax shall accept returns of Supplies if in resalable condition and made within 30 days of original shipment. For returns of special orders and non-catalog items, OfficeMax shall accept returns on a case-by-case basis. For technology items, OfficeMax shall only accept returns based on the manufacturers' return policies.



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Refunds will be made in the same form of payment used for the purchase (checks over \$250 will be refunded via a mail check to the customer). Refunds for credit card purchases will only be refunded to the same card used for the original purchase. For customers buying on account, a credit will be issued to that account.

Warranty:

OfficeMax warrants that OfficeMax is the legal and rightful owner of the Supplies or that it is legally licensed and/or authorized to sell and/or distribute Supplies being purchased hereunder. All Supplies delivered hereunder will be free and clear of any and all encumbrances of any kind. Customers acknowledge that OfficeMax is not the manufacturer of any of the Supplies purchased hereunder. Other than the warranties set forth above, any warranty with respect to the Supplies must come from the manufacturer. OfficeMax will pass through to Customers any applicable warranties of the manufacturer to the extent permissible. Notwithstanding anything to the contrary, OfficeMax's liability is limited to the replacement value of the Supplies.

THIS WARRANTY SUPERSEDES ALL INCONSISTENT PROVISIONS OF ANY AND ALL PURCHASE ORDERS, INVOICES, ACKNOWLEDGMENTS, OR OTHER WRITINGS OR STATEMENTS, WRITTEN OR OTHERWISE. OFFICEMAX DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES AND PRODUCT LIABILITY, SPECIFICALLY INCLUDING THE IMPLIED WARRANTIES OF NONINFRINGEMENT, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE.