

# Refund Policy



Most items are returnable (see return restrictions and reasons below) for any reason. Our Returns Department must be notified of all returns. Items must be returned with 10 days of original date of receipt. No returns will be accepted without notification (Return without prior authorization below). You may notify the returns department by email at [support@officeconnectme.com](mailto:support@officeconnectme.com) or calling (04) 3363483 to speak to support team.

OfficeSupply.com is committed to customer satisfaction. If your items are damaged, defective or incomplete, a request for a return or refund must be made within 3 business days of the original date of receipt. In the event of a mistake, we will do our best to ensure returns are handled quickly and fairly. Customers are welcome to request a return on applicable items within 15 days of original date of receipt.

## Requesting a Return Authorization Number

To return an item, e-mail us at [support@officeconnectme.com](mailto:support@officeconnectme.com) to obtain a Return Authorization Number. Please provide the following information in your e-mail:

- Order Number / LPO No
- Item(s) and quantity you wish to return.
- Reason for the return.

Within 24 hours of receiving your request, we will e-mail you return instructions, including a Return Authorization Number. In the event you are returning something due to damage during delivery, or an error on our part we will return the items at our expense.

## Packaging and Sending Returns

Once you have your Return Authorization Number and a return address, carefully repackage the item in its original condition, including all original packaging and materials (manuals, accessories, etc.). Please package the item appropriately.

Once received by our Returns Department, OfficeSupply.com accepts full responsibility for all merchandise. We are not responsible for loss or theft before the merchandise is in our possession. You may wish to insure valuable items, to cover replacement costs in case the package is lost in transit.

If a product is being returned as new, but has clearly been used or damaged prior to its return, we reserve the right to refuse refund completely.

## Return Restrictions

Due to limited shelf life, safety concerns, and potential for fraudulent claims, we do not accept returns on the following items: all hygiene and consumable products (food, beverages, cleaning supplies, pharmaceuticals and paper).toner cartridges, these products will only be accepted in the event of a manufacturer's defect or an error on our part.

## Return Reasons

If you ordered the item incorrectly or change your mind about an item, we will refund the money or change item of the unopened, restock able item, free of charge. Please be aware that when returning a product if

should be repack as received.

If we sent you a defective item, an incorrect item, or the item was damaged during delivery, we will arrange for the goods to be returned. If your order is incomplete, or you do not receive your order in a reasonable time frame, please contact us within 3 business days and we will investigate and, if necessary, process a replacement.

#### **Packing and Sending Returns**

Once we have scheduled a pick-up, please make sure to carefully repackage the item in its original condition, including all original packaging and materials (manuals, accessories, etc.) If a product is being returned as new, but has clearly been used or damaged prior to its return, we reserve the right to refuse a refund completely. Do not write on the product packaging.

#### **Manufacturer Warranties**

Unless noted otherwise, all products are sold with the full manufacturer warranty. The period and service of the warranty varies depending on the manufacturer and product. If you experience problems with an item related to electronic product , please contact the manufacturer directly

#### **Processing Refunds/Replacements**

As soon as we receive your returned items, we will inspect and process the items. Replacements and refunds are normally processed within three business days. Allow one week to receive replacement merchandise