



RETURN GOODS POLICY

Effective August 1, 2005 sc/bm

1. All returns must be accompanied by a Return Authorization # (RA). To request a return authorization #, contact United's Customer Care Team or enter in United's order entry SCORE system. All returns must be in original carton or tote and labeled with your Reseller name, United Stationers Account number and the assigned RA #. All cartons must be sealed and labeled with return labels provided. **DO NOT WRITE THIS INFORMATION ON THE MANUFACTURERS' BOXES.**
2. Returns need to be requested within 30 days of order date to prevent a restocking charge, and returned within 15 days of RA issue date. Customer Error items will be assessed restocking charges as follows:

◆ 1-30 days	0%
◆ 31-120 days	15%
3. Reseller Error Merchandise - United Stationers will issue credit for returned merchandise provided the product is in resalable condition, as reasonably determined by United. Please refer to the next page "Guidelines for Return of Resalable Merchandise" for a complete description of resalable conditions.
4. Damaged merchandise needs to be reported within 5 days of receipt of merchandise. An exact description of the damage must be included on the RA request.
5. Non-Returnable Items: Special orders of non-stock merchandise, food, pharmaceuticals, dated goods, furniture setup orders, factory authorized installation manufacturers, custom stamps and some technology items **are not returnable** unless it is determined that the wrong product was shipped.
6. Warehouse errors (wrong fills and shortages) need to be reported within 10 days of receipt of merchandise and need to be called in to Customer Care to be entered against the specific invoice from which the error occurred.
7. Defective items must be reported within 30 days.
8. Items Received in error: If you receive merchandise that you did not order or that otherwise does not belong to you, please notify our Customer Care Team. United will provide an "overship" label to be placed on a shipping carton for return of merchandise to United's distribution center. No credit is due or will be issued on such items billed to you in error.
9. If there is a discrepancy in a Credit Memo that United issued for returned products, the reseller must report the discrepancy to United **within 30 days** of receipt of the credit memo.



GUIDELINES FOR RETURN OF RESALABLE MERCHANDISE

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THE ITEM

- ◆ Item must Not be assembled.
- ◆ Item must be clean and free of dents, scratches, holes, tears, cracks, stickers, labels, price tags, etc.
- ◆ The item must be unused.
- ◆ All parts, hardware, instructions, warranty cards, power cords, etc., must be included.
- ◆ The item must be in its original packaging. This includes the box or carton in which it came in, wrap, protection, or sleeve supplied by the manufacturer.

CARTON AND PACKAGING -

- ◆ Each carton must have a RA Return Authorization sticker or a pallet label affixed.
- ◆ The manufacturer's carton must be free of writing, such as RA #, or "Return To", etc. here. (Please use return labels.)
- ◆ The carton must be free of holes, cuts, tears, etc.
- ◆ The carton must be free of excessive tape or odd tape (i.e. duct or Christmas tape, etc.)
- ◆ Furniture cartons must be opened properly. Preferably by opening the carton flaps. Never cut the furniture cartons around the bottom or down the sides.
- ◆ All internal packaging (i.e. bubble wrap, cardboard corners, tops and side strips) must be in place.
- ◆ **Do not write RA #'s, consumer information, or other information on the manufacturer boxes as this will make it non-returnable.**

KNOCK DOWN ITEMS

- ◆ Ready to assemble furniture is not returnable if the manufacturer's carton has been opened and the merchandise has been assembled.

ELECTRONICS

- ◆ Electronic items are covered by manufacturer's warranty. Not returnable to United.