

# Anything OFFICE

SUPPLIES

JANITORIAL

FURNITURE

## Statement of Policy

### Terms:

Open account terms are Net 30 days from date of invoice or Net 10 days if paying by monthly statement. We also offer early payment term discounts as follows, 2% 10 days, or 1% 20 days for accounts paying by cash or check. We also accept MasterCard, Visa and American Express. Early payment discounts are not available if paying by credit card. Anything Office, Inc at its discretion may add a finance charge of 1.5% per month to past due balance.

### Ordering Procedure:

Website, phone, fax or email. Anything Office offers a fully functional website, [www.anythingofficeinc.com](http://www.anythingofficeinc.com), for customers who choose to order online. Online ordering from our site requires an Account code and password which will be set when your account is open. You may also order by phone 828-758-0182, fax 828-754-3655 or email [orders@anythingofficeinc.com](mailto:orders@anythingofficeinc.com). Local customers can pick up at our retail store located at 309 Main St. NW, Lenoir and setting up an account is not required.

### Shipping and Delivery Policy and Fees:

All in stock items will be delivered next day to our local delivery accounts and usually within 2 days to drop ship accounts.

Our local delivery area consists of Caldwell, Catawba, Burke, Alexander and Iredell Counties.

**Deliveries *within* our local delivery area:** Orders of \$50 or more will be delivered free next day. Furniture and special-order items may be excluded. Orders less than \$50 will be delivered next day but will incur a shipping charge of \$9.95. Please call us if you have placed multiple orders in one day totaling \$50 or more so we can adjust the shipping charges.

**Drop shipped orders *outside* of our local delivery area:** Most orders that can be delivered UPS are free with a minimum \$100 order. Orders under \$100 will incur a flat \$15.75 fee. Items too large to be shipped UPS will incur additional freight charges. Furniture and special-order items may have different shipping charges and minimums. Please note the symbol by the item number to indicate non-UPSable items and call us for a freight quote.

**Furniture, oversized and special-order items** may not be included in free shipping minimums. Please call for further details. Local pick up is free on most items.

**Copy Paper:** Cases of copy paper will be delivered to a first-floor location only unless there is access to an elevator. Other delivery requirements may incur an additional fee.

### Assembly Service and Charges:

For items requiring assembly, we do offer assembly service for an additional charge. Please call for a quote.

**Returns, Exchanges and Shortages:**

Items can be **returned** or **exchanged** within 25 days of original purchase in original packaging for full refund or exchange. Items returned after this time may be accepted but subject to a restocking fee. If the item was purchased on an account, no invoice or receipt is necessary, but you will be given the last purchase price in our history without a receipt.

If purchased in retail, a receipt is needed for proof of sale price, or it will be at the discretion of Anything Office to determine the lowest selling price within the last 30 days and that sale price will be used for the refund amount.

Items that are **defective** or do not meet specifications can be returned for a full refund or exchange within 30 days of original purchase. Items that are deemed defective after 30 days of original purchase but are within the manufacturer’s warranty period will be handled by the product manufacturer. We will assist you in this process.

**Damaged Merchandise** – all orders should be inspected right away for damage and reported. If visible upon delivery the item should be refused.

**Special order** merchandise including furniture **cannot** be returned except in case of error by Anything Office or damage.

**Furniture** cannot be returned once assembled unless there is a manufacturer defect or it is damaged during assembly by one of our employees or associates. Furniture, assembled or non-assembled, must be inspected for damage and reported to Anything Office immediately. Customers choosing to assemble their own furniture must inspect the items **prior to assembly** and report any visible damage in order to get replacement.

**Shortages** must be reported within 2 days of receiving the order.

***It is our intention for our customers to be completely satisfied with their purchase therefore we will make every attempt to resolve any issue you may have with your items.***

**I have read and agree to the above statements and am authorized to sign on behalf of company below:**

**Signature:** \_\_\_\_\_

**Business Name:** \_\_\_\_\_



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Anything Office, Inc
309 Main St.NW, PO Box 898, Lenoir, NC 28645
Phone: 828.758.0182 Fax: 828.754.3655
Toll Free: 877.662.6694 www.anythingofficeinc.com

New Account Information Form
Fill out and return to orders@anythingofficeinc.com

Shipping Information (see back for additional ship tos) Billing Information
Company Name/Dept: Company Name:
Contact: Contact:
Street: Street:
City, State, Zip City, State, Zip
Phone: Phone:
Fax: Fax:
Contact Email: Contact Email:

Credit References:
1. Business Name: Contact Name & Phone:
2. Business Name: Contact Name & Phone:

# of Employees in Office Other Is a Purchase Order Required?

Name and Department of persons authorized to Order Supplies for this Company:

Yes, please email my invoices and/or statements to the following address(s):

Special ordering/shipping/delivery requirements:

Tax Exempt: Yes No If yes please attach tax exempt certificate

Choice of Payment Method and Terms:(Please check one of the following) Company Credit Card
Company Credit Card, Net 30 Days from Invoice Date Net 10 days from Statement Date

How did you hear about us?

Sales Representative Name if applicable

I agree that the above information is true and that I am authorized to sign on behalf of the above mentioned company.

Signature of person filling out this form: Date:

See backside for shipping information

## Additional Shipping Information

Name/Dept:

Contact:

Street:

City, State, Zip

Phone:

Fax:

Contact Email:

Name/Dept:

Contact:

Street:

City, State, Zip

Phone:

Fax:

Contact Email:

Name/Dept:

Contact:

Street:

City, State, Zip

Phone:

Fax:

Contact Email:

Name/Dept:

Contact:

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