



**Invoice: #2193207**

Date of Order: Friday, 28 October 2016

**BILL TO:**

Custodial Elite  
Earle Haight  
1804 Harbour Ridge Lane  
Downingtown, PA 19335

**DELIVER TO:**

Custodial Elite  
Earle Haight  
1804 Harbour Ridge Lane  
Downingtown, PA 19335

**PO:**

ehaight@custodialelite.com

| Order: #2193207 |                                       | Date of Order: 10/28/2016 |           | Payment Method: Credit Card:<br>4*****4815 |  |
|-----------------|---------------------------------------|---------------------------|-----------|--|--|
| Product No      | Products                              | Qty                       | Price     | Total                                      |  |
| WIN101          | Windsoft Embossed C-Fold Paper Towels | 4                         | \$24.99   | \$99.96                                    |  |
|                 |                                       |                           | SubTotal: | \$99.96                                    |  |
|                 |                                       |                           | Shipping: | \$0.00                                     |  |
|                 |                                       |                           | Total:    | \$99.96                                    |  |

**Thank you for purchasing from:  
OfficeSupply.com**

302 Industrial Drive  
Columbus, WI 53925  
1-866-302-5397  
sales@officesupply.com  
<http://www.OfficeSupply.com/>

OfficeSupply.com is committed to customer satisfaction. If your items are damaged, defective or incomplete, 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.

Most items are returnable (see return restrictions and reasons below) for any reason. Our Returns Department must be notified of all returns within 30 days of original date of shipment. No returns will be accepted without notification (Return without prior authorization below). You may notify the returns department by email at [returns@OfficeSupply.com](mailto:returns@OfficeSupply.com) or calling 866-302-5397 option 4.

### **Requesting an RA#**

To return an item, e-mail us at [sales@OfficeSupply.com](mailto:sales@OfficeSupply.com) to obtain an RA#. Please provide the following information in your e-mail: Your order number, the item(s) and quantity you wish to return, and the reason for the return.

Within 24 hours of receiving your request, we will e-mail you return directions, including an RA#. In the event you are returning something due to damage, manufacturer's defect or an error on our part, we can also e-mail a UPS mailing label to return the items at our expense.

### **Packaging and Sending Returns**

Once you have your RA# and a return address, carefully repackage the item in its original condition, including all original packaging and materials (manuals, accessories, etc.). Write the RA# on the outside of the shipping package. Do not write on the product packaging. Please package the item appropriately for shipment. Send the product to the return address using your preferred shipping method. If possible, save your tracking number and track your return to make sure we receive it. 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. For valuable items, you may wish to insure them 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 toner cartridges, electronics, business machines, hygiene and consumable products (food, beverages, cleaning supplies, pharmaceuticals and paper). These products will only be accepted in the event of a manufacturer's defect or an error on our part. Opened computer software will not be accepted for return. In addition, you may not return calendars or dated appointment books from the current or previous calendar years.

### **Return Reasons**

If you ordered the item incorrectly, or change your mind about an item, we will refund the purchase price of the unopened, restockable item, less shipping costs. Please be aware that when returning a product shipped via Free Super Saver Shipping, our actual outbound shipping costs will be deducted from your return. You will be responsible for the cost of returning the item to OfficeSupply.com. If we sent you a defective item, an incorrect item, or it was damaged in shipment, we will arrange for the merchandise to be returned. If your order is incomplete, or you do not receive your order in a reasonable time frame, please contact us within 2 business days and we will investigate and, if necessary, process a replacement.

### **Returns without prior authorization**

In order to keep prices low for all customers, a return authorization is required to return merchandise. If a return is received without prior return authorization the shipment may be refused and/or returned to you at your cost. Thank you for helping us to keep prices low for all of our customers.

### **Manufacturer's Warranties**

Unless noted otherwise on our site, all products are sold with the full manufacturer's warranty. The period and service of the warranty will vary depending on the manufacturer and product. If you experience problems with an item after the 30-day period has expired, please contact the item's manufacturer. For help or information contacting a manufacturer, call us at 1-866-302-5397 or e-mail [sales@OfficeSupply.com](mailto:sales@OfficeSupply.com).

### **Processing Refunds/Exchanges**

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.

### **Cancellations**

Orders cannot be canceled once submitted. Due to our commitment to process orders quickly, once the checkout process is completed our warehouse is immediately notified to pick up the order for shipment. The cost of return shipping will be deducted from any refund for refused shipments of undamaged products return to shipper.

Please contact us regarding any questions about this policy.