

**Pricing Disclaimer:**

Contact your dedicated Account Manager or go online to [www.suppliesnetwork.com](http://www.suppliesnetwork.com) to confirm pricing and availability. All manufacturers' suggested retail prices are subject to change without notice. Distributor pricing is subject to change without notice.

**Order Charge:**

All sales transactions are subject to carrier published freight rates, applicable surcharges, accessorial, handling and cross-shipment fees. Any transaction that does not meet the minimum transaction threshold is subject to additional fees.

**Freight:**

All freight is F.O.B. our distribution center. Our goal is to ship by the quickest, most cost-effective means available. Supplies Network reserves the right to pass through any charges imposed on Supplies Network by carriers including, but not limited to, delivery surcharge, residential surcharge, address correction, package refusal, and undeliverable shipments.

**Order Cancellations:**

Orders containing stock items can be canceled or requested for address update. Order cancellations are not guaranteed and are subject to cancellation and restocking fees. Items that are "non-stock" or "non-returnable" cannot be canceled.

**Payment Terms:**

Net 30. Terms are available to those who qualify. While credit approval is pending, we accept payment by credit card. All COD orders are subject to an additional \$12.50 fee per box by the carrier. Refunds due to overpayments will be subject to a \$25 processing fee. Returned checks will be assessed a \$30 bank charge.

**Credit Card Processing:**

Credit cards used after the point of sale will be charged a 3% convenience fee.

*Supplies Network is authorized to charge your credit card on file for any open invoice(s) plus fees on reseller account whereas product has not been returned within 30 days from the RA issue date.*

**Invoice Methods:**

Our preferred method of invoicing is EDI, email or fax. If you require invoices to be sent via the United States Postal Service, a monthly service charge will apply.

**Bill Pay:**

Bill Pay is our preferred method of payment. Please access our online bill pay website at <https://billpay.distributionmgmt.com>.

**Accounts Receivable Address:**

Supplies Network  
Accounts Receivable  
P.O. Box 958381  
St. Louis, MO 63195-8381

**Credit Card Security:**

For your protection, credit card numbers should never be disclosed on unsecured transmissions, such as faxes or emails.

**Credit Policy:**

To begin the credit process, please visit <https://www.suppliesnetwork.com/open-account/> to complete the credit application. Credit is granted to customers who provide satisfactory trade and banking references. For higher lines of credit, financial statements and/or personal guarantees may be required. Past due invoices for sales may delay current shipping requests.

**Product Return Procedures**

To obtain an RA, visit <https://ra.suppliesnet.net/>. All product being returned (whether defective or otherwise) must have a valid RA# written clearly on the outside of the shipping container. Any product returned without an assigned Return Authorization clearly written on the outside of the shipping container will be refused upon delivery. Any items contained within the shipping container that are not authorized, not in the condition as described on the RA or are goods not originating from Supplies Network are considered Non-Authorized. Receipt of Non-Authorized goods by the Returns Department will result in no credit and are subject to additional shipping and handling fees. The disposition of any Non-Authorized return left unresolved after 4 business days of receipt will be destroyed with no issuance of credit. Items marked as "Resalable" condition must be free of defacement and with original manufacturer seal intact. Stock rotations are subject to a restocking fee.

- All sales are final for items marked as Discontinued or Phased Out — no cancellations or returns.
- All product must be sent freight pre-paid by the reseller.
- All sales are final for items marked as non-stock — no cancellations or returns.
- Products marked as non-returnable cannot be returned for credit and are not covered by manufacturer/vendor warranty.

**Requirements for Repackaging and Returning Product:**

All products must be returned in the original packaging with all manufacturer packaging inserts, end caps, etc. If a product is returned as resalable, the manufacturer seal must be intact and product packaging free of defacement or damage.

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**If you agree to the above terms and conditions and are authorized to do so, Initial here:**

### Shipment Information:

Return Authorization #  
Returns Department  
4774 Park 370 Blvd.  
Dock 8 - 11  
Hazelwood, MO 63042

*Return Authorizations are voided 30 business days from the date created. After 30 business days, credit may not be issued and additional fees may apply.*

### Manufacturer Contact Information:

- Canon USA Supplies: For defective product or technical assistance, contact Canon product support directly at 800-828-4040 or 800-OK-Canon. Canon USA will require contact information, printer serial number and model.
- Printer Repair Parts Technical Support, call 844-884-5605 or visit <http://www.suppliesnetworksupport.com/>.
- Hewlett Packard Equipment: Open Box, DOA or Defective product claims must be issued directly by HP Technical Support at 800-752-0900. An authorized Case Number issued by HP will be required in order to receive a Return Authorization from Supplies Network.
- OKI Supplies and Equipment: Open Box, DOA or Defective product claims must be issued directly to OKI by the Reseller via 1-800-OKIDATA.
- Xerox Supplies for Monochrome Laser, Legacy, Phaser, WorkCentre and Personal Printer: Defective claims must be issued directly to Xerox by the end-user. Please call 800-835-6100 (dial 1:1).
- Ricoh Supplies and Equipment: Open Box, DOA or Defective product claims must be issued directly to Ricoh by the Reseller via 1-800-Ricoh38. Ricoh will require proof of purchase, and/or printer model and serial number.

### Product Warranty:

Product warranties, defect of otherwise, are provided by the vendor/manufacturer. Supplies Network will extend to reseller any transferable product warranties. Supplies Network will work with reseller within the confines of the vendor/manufacturer warranty to replace the product, repair the product, or refund original purchase price for the product.

### Limitation of Liability:

Supplies Network will have no liability for failure to hold any product for reseller or for failure to deliver goods or services within a specified time period. Supplies Network will have no liability for damages directly related to these terms and conditions, will be limited to actual, proven, direct damages. Liability is limited to, and will not exceed, the net value paid

to Supplies Network by reseller for that product or service which is the subject of the claim.

If product fails to operate after the manufacturer seal has been broken, contact the manufacturer's technical support provided within the instruction manual and warranty registration card.

### Shipping Errors/Carrier Claims:

Any shipment damaged in transit must be refused or signed upon delivery as "Damaged". Failure to sign for shipment with the denotation of "Damaged" will forfeit Supplies Network's ability to launch a claim with the carrier. In the event Supplies Network cannot launch a claim, the liability for lost or damaged merchandise transfers to the receiving party. Any shipment damage or product discrepancy must be reported to Customer Care at 800-729-9303 or [customercare@suppliesnetwork.com](mailto:customercare@suppliesnetwork.com) immediately upon receipt of shipment. In the event merchandise itemized within the provided packing slip is damaged or missing from the parcel, it may require a claim to be placed with the carrier. All carriers require that the original package and its contents be retained for claim investigation. Failure to retain the package and its contents will forfeit Supplies Network's ability to launch a claim with the carrier. In the event Supplies Network cannot launch a claim, the liability for lost or damaged merchandise transfers to the receiving party.

*Supplies Network reserves the right to enlist an authorized service technician to conduct inspection & perform on-site repair of claimed damaged equipment.*

### Lost or Delayed Shipments:

Shipments lost in transit - Parcel shipments carry limited insurance and coverage varies by service. The cutoff for filing a claim request is 60 days from mailing.

*Supplies Network reserves the right to modify these Terms & Conditions at any time. Please refer to [www.SuppliesNetwork.com](http://www.SuppliesNetwork.com) for the most current listing of Terms & Conditions.*

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*Ground parcel shipments can often be exposed to periods of extreme temperatures during warm climate months. Supplies Network cannot guarantee shipments which contain candy products will arrive free from defect. It is recommended that during months of increased temperatures that candy options less likely to melt are utilized. Supplies Network cannot provide credit or returns for candy melted while in transit.*