

## **Frequently Asked Questions**

### **Creating a New Login**

To start using our website right away, you need to create a new customer login. Once you have finished filling out your profile information, you can begin creating your own personal shopping list or place an order right away.

If you are already a customer, call us about setting up your custom pricing and contracts online, 513-681-2244. If you don't currently have an account with us, please feel free to call us during regular business hours so we can set you up with additional online discounts and savings.

### **Your Privacy Counts**

We fully comply with the World Wide Web Consortium (W3C) guidelines for consumer privacy and will only use your personal information for in-house processing.

### **Payments**

We accept all major credit cards.

### **Delivery**

Next day inside or dock delivery in the Greater Cincinnati Area.

### **Office Hours**

8:00 am to 5:00 pm Monday-Thursday, 8:00 am to 4:00 pm Friday

### **Returns and Credits**

If for any reason you are not satisfied with your purchase, simply return it in the original packaging (together with all accessories and manuals) with your original invoice within 30 days of the date of purchase. Items returned after 30 days will incur a 15% restocking fee. Special order items, dated items, perishable items and non-stock items are not returnable. HP toners and ink cartridges are non-returnable.