COMPANY STORE FAQ

RETURN POLICY

Branded items within the company store that are 'on-demand' are produced specifically for you as you place your order; therefore, returns can only be accepted if there are issues with production. To follow are examples of returns that will be accepted and those that would be declined.

EXAMPLES OF ACCEPTED RETURNS:

- If item shows up damaged from shipping and/or from an error by the manufacturer.
- If you receive a different item than you originally ordered, then you can exchange that item for the correct item originally ordered.
- You did not receive the right embroidery logo or color.
- You received a different size and/or color than you initially requested.

EXAMPLES OF DECLINED RETURNS:

- You ordered the wrong size and your item doesn't fit.
- You don't like the item after you receive it, or you changed your mind.

PRODUCTION TIMELINES

Please note, production timelines begin after your order has been approved through your proper Verian approval routing. Upon approval of your requisition, you will receive an order confirmation. The receipt of your order confirmation email will initiate the production timelines.

CUSTOM ON-DEMAND APPAREL ITEMS

• Standard turnaround time for apparel is 7-10 business days.

CUSTOM ON-DEMAND PROMOTIONAL ITEMS

• Can vary by product and time of year, but the rule of thumb is production timeline of 7-10 business days

CUSTOM ON-DEMAND PRINT ITEMS

Standard turnaround around 5-8 business days

IN STOCK/INVENTORY ITEMS

• Determined by your geographic location, plan for 1-3 business days. Shipping from North Carolina.

QUESTIONS OR ISSUES?

Trouble with the company store or orders? Call Office Depot 360 Customer Service at 888.973.4362. Hours of Operation: 8:00 a.m - 6:00 p.m. EST

Trouble with Verian? Contact Laura Gabrielle at 484.351.1910 or laura.gabrielle@aus.com

There for you". There f for you". There f for you". There f for you". There f for you". There f for you". There for you.". The f