



"OFF THE WALL"

KEY INFORMATION

PRODUCTION TIMELINES

OFFICE SUPPLY ITEMS: Determined by geographical location, plan for 1 – 3 business days. (ex. Janitorial items)

INVENTORY ITEMS: Determined by geographical location. Plan for 1-3 business days. (ex. Uniforms)

CUSTOM ON DEMAND PRODUCT: Standard production time is 7-12 business days. Please note that during holiday season, extended production times may arise.

PRINT ITEMS: Standard turnaround time is 8-10 business days.

RETURN POLICY

Return eligibility will be based upon the type of product. If your product(s) was received incorrectly, please include those details in the request and the product(s) will be corrected. If the product(s) were received correctly, but are no longer needed, the eligibility will be based upon the custom nature of the product. Made to order product will not be able to be returned. Enter the request under the Admin Center.



APPROVALS

District Managers will receive communication via email of an order pending approval. These orders can also be seen in your ODP360 site. You will have the ability to approve, reject, update budget code, or remove items. Please ensure to include notes as to why items were rejected/removed. Please approve or reject orders from stores within 7 business days.

MONTHLY BUDGETS

Monthly budgets reset at the beginning of each calendar month. We ask that you only order what your store needs. There are no item quantity limits but orders are restricted via monthly budgets. If you exceed your allowed budget during the month, the order submitted will trigger an approval or rejection by your District Manager.

SHOPPING BAGS & TONER

Shopping Bags and Toner are NOT included in the monthly budgets. Upon selecting bags and/or toner from the shopping list, the budget code will auto populate to "Bags & Toner" in your cart.

NEED HELP?

Trouble with your login, an order, or simply need help? Please submit a support ticket through the support portal on your landing page.

<https://www.companywebstore.com/vans>