

PAYMENT OPTIONS

The Company Store allows for 3 types of payment methods to be used:

1. **Credit Card** - Use for Associate personal purchases.
2. **Gift Card** - Use toward any type of purchase. The remaining balance must be paid by credit card.
3. **Cost Center** - Use for manager-approved business purchases. Ensure the correct cost center is chosen based on the products being ordered:
 - **Marketing** - Event Giveaways ONLY
 - **Sales/Other** - Business Cards, Print/Flyers, New Hire/Onboarding products ONLY
 - **Gift Card Purchases**
 - **3M Samples**

Please note, you cannot combine event giveaway products with business-related or personal products in the same order. Otherwise, the order will be rejected and you will need to re-submit separate orders using the correct payment method for the products chosen.

RETURN POLICY

All items available in the ODP Company Store are custom, made to order products. Due to the custom nature, returns, exchanges and/or cancellations will not be accepted. Errors in order fulfillment are eligible for return upon request. If you have an approved return, a pre-paid return label will be provided to you. The following are examples of returns that will be accepted and those that would be declined:

EXAMPLES OF ACCEPTED RETURNS:

- Item damaged during shipping
- Manufacturer or print error
- Incorrect item shipped

EXAMPLES OF DECLINED RETURNS:

- Ordered the wrong size
- Item does not fit
- Item is no longer wanted or liked

MAKING A RETURN

- Returns will need to be submitted on the site. From the store, click on "**Admin Center**," then click "**Return Request**" on the bottom of the screen.
- Follow the steps to put in the order number, item, and reason.
- From the Admin Center there are additional options to help you; however, based on your login profile, some options may not be available.

TIMELINES

- **EVENT GIVEAWAYS** - Standard shipping time of 5-7 business days (for in-stock items)
- **ALL OTHER PRODUCTS** - Standard production time of 10-15 business days + standard shipping time
 1. Please note that supply chain challenges may impact time frames.
 2. Items in the same order may ship separately depending on decoration method and item type.
 3. If you have a delivery date deadline, please place the order and then submit a Support Ticket with the needed in-hands date.
 4. Shipping times to Hawaii/Puerto Rico requires an extra 1-2 business days.

RETURNING USERS

Simply visit the ODP Company Store main landing page on Highspot. You can either access thru The Source, by clicking on the blue ODP/Highspot button, or bookmark Highspot for easy access. Click the icon/button to access the Company Store.



Thru Single Sign-On you will have immediate access to the product category homepage.

NEED HELP? Trouble with your login, an order, or simply need help? Submit a support ticket through the **Support Center** portal on the main page.