

Office Star Product's return policy and requirements:

Office Star Product's (OSP) has a standard 30 day return policy. During that period customers are able to request a return authorization for product that is received damaged or defective. Return authorizations will not be processed for product received with missing parts. In the event of missing parts OSP will provide no charge replacement parts according to our parts replacement policy.

Return Authorization Request Requirements:

1. Confirm original purchase order number
2. Brief description of the problem or defect
3. Photograph clearly showing the problem or defect
4. Photography clearly showing the entire item
5. All request must be submitted via email to ra.dept@officestar.net

Defective Product:

1. Product may be returned to OSP for credit within 30 days of receipt of goods.
2. Return freight charges will be covered by OSP and the restocking fee will be waived.
3. Requests 30 days or more from receipt of goods will be assigned the corresponding warranty based on the product category. According to OSP's parts policy, warranted, replacement parts will be shipped at no cost to the purchaser.

Damaged In Transit:

1. **Prepaid freight (OSP)**
 1. OSP accepts responsibility to file freight claims.
 2. Reseller (OSP Customer) accepts responsibility to note on the delivery receipt 'received damaged'.
 3. Return authorization will be issued for the product.
 4. If a replacement order is required it must be submitted with the return authorization.
 5. Restocking fee will be waived.
2. **Freight Collect or 3rd party freight billing**
 1. Reseller accepts responsibility to file freight claims.
 2. Reseller (OSP Customer) accepts responsibility to note on the delivery receipt 'received damaged'.
 3. Return authorization will not be issued as it will be the responsibility of the reseller to recover the cost of damaged goods from the carrier.
 4. If a replacement order is required, a new PO must be issued.

Customer Remorse/ Customer Ordered in Error:

1. Customer remorse includes but is not limited to; customer did not like the color, customer changed their mind, item was too large/small etc.

2. 20% Restocking fee will apply to all items (unless otherwise negotiated as part of a vendor agreement).
3. Additional deductions may apply for costs necessary to restore any product returned in non-salable condition. These costs may include the full cost of the product should OSP determine the item is damaged beyond repair.

Item Received in Error (OSP):

1. Return authorization will be issued for the product.
2. Return freight charges will be covered by OSP.
3. The restocking fee will be waived.
4. If the order is originally processed as 3rd party or direct billing for freight, OSP will cover the cost of freight for 1 shipment only.

Return Authorization to Destroy:

At their discretion OSP will periodically issue return authorizations to destroy. Due to liability purposes, in order to receive full credit for an authorization to destroy the following requirements require full compliance.

1. Authorizations to destroy require that all law labels be returned to OSP.
2. In the event only a portion of the law labels are returned, credit will be issued accordingly.

Additional services/options:

1. C.O.M Material- No returns on C.O.M. Items.
2. Custom fabric program – No returns on the custom fabric program

Please feel free to contact Office Star Product's Return Dept with any questions.