

RETURNS & PAYMENT / PRIVACY/ LEGAL NOTICE

RETURNS & PAYMENT

Satisfaction Guaranteed

At **Eveready Office Supply, Inc.**, we want you to be completely satisfied with every purchase you make through us. That's why we have one of the most liberal return policies in the industry. Simply stated, you have a full 30-days from your product shipment date to return your purchase to us for a full refund or credit.

Returns Policies and Procedures

1. Product purchases may be returned for full refund or credit within 30 days of your product's ship date.
2. All returned product must be in it's original manufacturers carton and in like-new saleable (unless defective) condition.
3. All returns **MUST** include Return Authorization Number (RA#) clearly indicated on the package address label. Please call **Eveready Office Supply** to obtain your RA# and RA shipping instructions.
4. **Eveready Office Supply, Inc.**, will process your request for credit, refund or replacement upon 2 days after receiving your returned product.

Accepted Payment Methods

Credit Cards

At **Eveready Office Supply, Inc.**, we want to make it easy for you to transact with us. For that reason, we gladly accept Visa, MasterCard, American Express, Discover and government credit cards.

You may provide your credit card information online at the time you place your order (our site is secure) or contact us by telephone at 1.800.698.5142 with that information. Please include your name exactly as it appears on your credit card along with the exact billing address and telephone number. Any missing and/or incorrect information may cause a delay in processing your order.

Please be assured that we will not charge your credit card account until your order has been shipped.

Commercial Credit Accounts

We will gladly consider establishing a commercial charge account for your business. Please review our Commercial Credit Account Terms below and then contact **Eveready** to apply.

Commercial Credit Account Terms

Payment is due **NET 30 days from the date of the invoice**. Should the account become delinquent, a charge of 1.5% per month (18% per annum) will be added onto the outstanding account balance. Any payments applied to a delinquent account will be applied first to any outstanding finance charges.

Should any portion of the account become delinquent Eveready Office Supply, Inc. may, at its discretion, place the account on a C.O.D. (Collect on Delivery) or C.C.O (Credit Card Only) basis until payment (including all applicable finance charges are paid in full. If it becomes necessary to institute a legal action or any legal proceeding to enforce the collection of the account, the account holder agrees to be responsible for all reasonable attorney fees, together with collection costs or expenses incurred, plus prejudgment interest at the highest legal rate until paid in full.

Payment Address:

Please remit all payments (within the terms listed under "Commercial Credit Account Terms" above) to the following address:

Eveready Office Supply, Inc.

PO Box 126

Bay Shore, New York 11706

Sales Tax

We are required by law to collect sales tax on all shipments to addresses within New York State. As such an 8.625% sales tax will automatically be added to those orders upon "check out" during the order entry process.

Free* Next Day Delivery

Eveready Office Supply, Inc. will ship your order of \$25.00 or more Free of Charge from one of our 40 distribution centers to any address within the continental United States under the shipping terms as described below. For our Local Trade area, Nassau and Suffolk Counties of New York, all orders received Monday-Friday by 5:00 PM Eastern Standard Time will normally be shipped by our trucks for delivery the following business day (subject to product availability). For orders received outside our Local Trade area and received by 3:00pm EST will be shipped by one of our 40 distribution centers the following business day. Orders received Saturday or Sunday will normally be delivered on the following Tuesday.

Eveready Office Supply, Inc. requires no minimum order we understand that you need your product when you need it. We do however reserve the right to charge a fee of \$7.95 as a small order charge to any orders under \$25.00 (before taxes).

Pricing Errors

We make every effort to present accurate and reliable information to our website and in our catalogs. It is possible, however, that product description and pricing errors may occur. Eveready Office Supply, Inc., therefore, reserves the right to correct any and all pricing errors as we become aware of them and we are under no obligation to honor the price of the mis-priced product. We will, however, always notify you prior to changing any prices subsequent to the receipt of your order and prior to shipping the product to you. You then will have the option of accepting the product at the corrected price or canceling the order.

Customer Care

We are here to serve you! If you have any questions and/or comments, please get in touch with us by calling us at 631.665.9100 or (toll free) 800.698.5142 between the hours of 8:30am to 5:30 pm EST Monday through Friday or e-mail us at any time day or night at customerservice@evereadyos.net

PRIVACY POLICY

Eveready Office Supply, Inc., provides this Privacy Statement to make you aware of our privacy practices, and of the choices you can make about the way your personal and company information is collected and used by Eveready Office Supply, Inc.

Protecting your personal information

Personal information is information that refers to an individual specifically and is recorded in any form. Personal information includes such things as age, income, and date of birth, ethnic origin, and credit records. Information about individuals contained in the following documents is not considered personal information:

- Public telephone directories, where subscriber can refuse to be listed.
- Professional and business directories available to the public
- Certain public registries and court records
- Certain other publicly printed and electronic publications
- Business card information

At Eveready Office Supply, Inc., we are committed to respecting and protecting your privacy. We do not in any way condone or promote any method of promotional distribution that does not include permission and consent from the recipients. Eveready Office Supply, Inc., will not provide customer or company names, mailing addresses, postal codes, or any other identifying information to any third party for their use. We recognize that our customer relationships are our most valuable asset and the very basis of our reputation.

Our Commitment to Your Privacy is governed by the following Privacy Principles:

1. We are accountable to you.

Eveready Office Supply, Inc. is responsible for all personal information under its control, including any personal information that is transferred to third parties for processing, storage or other purposes.

2. We let you know why we collect your personal information

Eveready Office Supply, Inc., obtains and renews your consent in order to collect, use or disclose personal information. The method of obtaining consent is appropriate to the type of personal information being collected, used or disclosed:

3. We obtain your consent to collect use or disclose your personal information

Eveready Office Supply, Inc., obtains and renews your consent in order to collect, use or disclose personal information. The method of obtaining consent is appropriate to the type of personal information being collected, used or disclosed;

- Eveready Office Supply, Inc., will obtain your expressed consent (verbal, written or electronic agreement) to collect, use or disclose sensitive personal information.
- Eveready Office Supply, Inc., will use implied consent to collect, use or disclose your personal information where one or more of the following apply.
 - A customer relationship already exists
 - Express consent has previously been given
 - Where the purpose of using the personal information is reasonably apparent to you (e.g. to have your order shipped to you via a third party courier)

You can change your consent preferences at any time by contacting Eveready Office Supply, Inc., to change your preferences, refer to the “**Strictly Between Us**” section below.

4. We limit collection of your personal information

Eveready Office Supply, Inc., collects only the information required to provide products and services to you. If the personal information we require is collected for a reason other than to provide products and services, your consent will be obtained before or at the time the information is collected. Eveready Office Supply, Inc., will collect personal information only by clear, fair and lawful means.

Examples of why we collect your personal information include:

- Communicating with you generally to manage our relationship with you.
- Processing and keeping track of orders, transactions and reporting back to you.
- Protecting you and us against fraud or error
- Providing product and services requested by you
- Recommending products and services that Eveready Office Supply, Inc., believes will be of Interest and provide value to you.
- To comply with legal and governmental requirements.

5. We limit use, disclosure and retention of your personal information

Eveready Office Supply, Inc., uses and discloses your personal information only for the purpose it was collected. Eveready Office Supply, Inc., does not sell or rent personal information to any organization or person for any reason.

We do not share your personal information with third party organizations except to assist in the process of offering you and Eveready Office Supply, Inc., product or service. If your personal information is shared with Eveready Office Supply, Inc., Partners, these Partners are bound to appropriate agreements with Eveready Office Supply, Inc., to secure and protect the confidentiality of your personal information. Eveready Office Supply, Inc., retains your personal information only as long as it is required for our business relationship or as required by federal and provincial laws.

6. We keep your personal information up to date and accurate

Eveready Office Supply, Inc., keeps your personal information up to date, accurate and relevant for its intended use. You may request access to the personal information we have on record in order to review and amend the information, as appropriate. To access your personal information, refer to the “**Strictly Between Us**” section below.

7. The security of your personal information is a priority for Eveready Office Supply, Inc.,

We take steps to safeguard your personal information, regardless of the format in which it is held, including:

- Electronic security measures for computerized personal information such as password protection, database encryption and personal identification numbers.
- Organizational processes such as limiting access to your personal information to a selected group of individuals.
- Contractual obligations with third parties who need access to your personal information requiring them to protect and secure your personal information.

8. We are open about our privacy and security policy

- We are committed to providing you with understandable and easily available information about our policy and practices related to management of your personal information. This policy and any related information is available at all times on our website, or on request. To contact us, refer to the “**Strictly Between Us**” section below.

9. We provide access to your personal information stored by Eveready Office Supply, Inc.

You can request access to your personal information stored by Eveready Office Supply, Inc., to contact us, refer to the “Strictly Between Us” section below. Upon receiving such a request, Eveready Office Supply, Inc., will:

- Inform you about what type of personal information we have on record or in our control, how it is used and to whom it may have been disclosed.
- Provide you with access to your information so you can review and verify the accuracy and completeness and request changes to the information.
- Make any necessary updates to your personal information.

We respond to your questions, concerns and complaints about privacy

Eveready Office Supply, Inc., responds in a timely manner to your questions, concerns and complaints about the privacy of your personal information and our privacy policies and procedures.

What to do if you have a complaint or concern about privacy with Eveready Office Supply, Inc.,

We are committed to setting the highest customer service standards in the office products industry. We hope you will give us the opportunity to correct any situation that does not meet your expectations.

If you have any concerns about privacy and confidentiality, we want to know about them. All inquiries or concerns relating to personal information will receive prompt attention and be acknowledged as soon as possible.

Strictly Between Us.

At Eveready Office Supply, Inc., we respect your privacy and are committed to keeping personal information about you strictly between us. Write. Call. Or visit <http://www.evereadyos.com/>. Keep in touch and let us know what's on your mind. We're always ready to help you.

Contact information:

Privacy Office
Eveready Office Supply, Inc.,
25 East Main Street
Bay Shore, New York 11706

E-mail: privacy@evereadyos.com

Tel: 631 665 9100

Answering Customers Questions about Privacy on [evereadyofficesupply.com](http://www.evereadyofficesupply.com)

What does Eveready Office Supply, Inc., collect?

Through the use of "cookies" our site's operating system may automatically record some general information about your visit. A cookie is a piece of data that a Web site can send to your browser, which may then store the cookie on your hard drive. That allows us, on your next visit, to tailor information to suit your individual preferences.

The goal is to save you time and provide you with a more meaningful visit and to measure Web site activity. Cookies do not contain any personally identifying information. Browsers such as Netscape allow you to disable cookie collection if you wish, or inform you when a cookie is being stored on your hard drive.

The information that is collected is information such as:

- The internet domain for your Internet service provider, such as "company.com" or "service.ca" and the IP address of the computer access the Web site, such as "ppp-55".
- The type of browser (such as "Netscape version x" or "Internet Explorer version x") you are using.
- The type of operating system you are using (such as Macintosh, Unix or Windows)
- The date and time you visit our site and the Web pages that you visit on our site, along with the address of the previous Web site you were visiting, if you linked to us from another Web site.

How does Eveready Office Supply, Inc., use information it has collected?

Eveready Office Supply, Inc., uses collected information to better understand your needs and provide you with the highest quality service. Specifically, we use your information to help you complete a transaction, to communicate back to you, to update you on services and benefits, and to personalize our website for you. Credit card numbers are used only for payment processing, fraud protection, and are not retained for other purposes.

Eveready Office Supply, Inc., will not disclose your corporate/personal information to any outside organization.

Information regarding you or your company (such as name, address and phone number) or your order and the products you purchase will not be given or sold to any outside organization for its use in marketing or solicitation.

Your information may be temporarily shared with agents or contractors of Eveready Office Supply, Inc., for the purpose of performing services for Eveready Office Supply, Inc., Should third party contract persons be involved in Eveready Office Supply, Inc., business activities that require viewing, processing, or otherwise accessing individual personal information, those persons will be bound by a confidentiality agreement to maintain the privacy of Eveready Office Supply, Inc., users and not to reveal individual personal or company information.

In the course of doing business, Eveready Office Supply, Inc., transmits credit card clearing information to a third party service provider for the purposes of charging and refunding credit cards of Eveready Office Supply, Inc., customers. Information transferred during this business operation is transmitted using a secure link employing industry-standard secure protocols, and does not transmit any individual personal information other than credit card number, such information is required to verify the validity of the credit card number, and the transaction amount.

Eveready Office Supply, Inc., reserves the right to cooperate fully with local, provincial, or federal law enforcement officials in any investigation relating to any interaction by you with evereadyofficesupply.com or purported unlawful activities that may involve your interaction with evereadyofficesupply.com.

What about spam?

Periodically we may use e-mail as a way to keep in touch with our existing customers and other interested individuals. However, we do not send "spam" (unsolicited marketing e-mail). If you agree to receive e-mail communications from us, every e-mail message we send to you will include an e-mail address to which you may respond in order to remove your name and e-mail address from our list. We will do the same with your mailing address and telephone number, on request.

When you leave our site

This Privacy Statement discloses the privacy practices for our Web site. However, our site contains links to other sites. Once you link to another site, you are subject to the privacy and security policies of the new site. We encourage you to read the privacy policies and statements of all Web sites you visit, especially if you share personal information.

(SSL) technology; SSL technology uses an advanced encryption technology that makes it absolutely impossible for unauthorized parties to gain access to information that you provide us.

LEGAL NOTICES

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