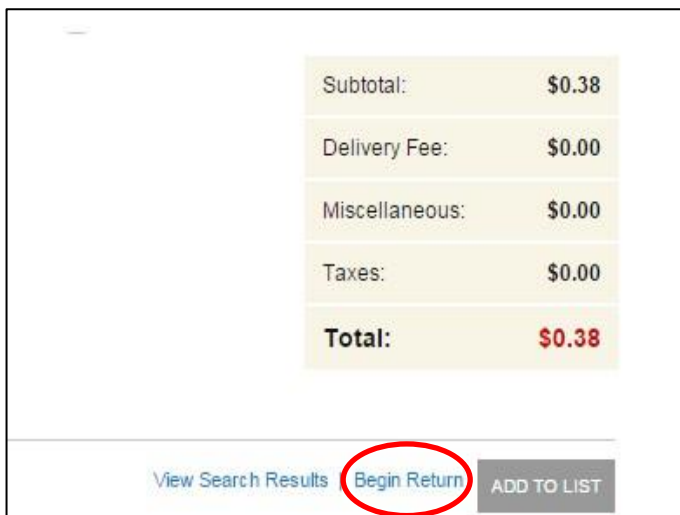


## SUPRA Office Solutions – Information Sheet

### How do I process a SUPRA return?

For standard returns within the 30 day return period, you can initiate the return electronically:

1. In the punchout, select the “Orders” icon from top right. Select the Order Number which contains the item that you would like to return.



2. At the bottom of the Order Summary, select “Begin Return”

3. When prompted, verify the return address.
4. Select the item(s) you would like to return by providing the following details:
  - a. Quantity to return
  - b. Return for Credit or Even Exchange
  - c. Reason for return
  - d. Number of boxes to return
5. Review information and select “Place Your Return” to complete processing.
6. Write Return Order Number on packing slip and attach it to the merchandise you’re returning. Do not mark manufacturer’s original packaging, and make sure resalable products are in original manufacturer’s packaging.
7. Place the merchandise, with the Return Order Number noted clearly on the label, at the same place you received your order.

## **SUPRA Office Solutions – Information Sheet**

For non-standard returns or returns that have exceeded the 30 day return period, you can contact Supra directly to initiate the return:

1. Call the SUPRA Customer Service Center at 1-855-777-8772 to request Return Order Number. To expedite your service when contacting us, have handy a copy of the packing list that came with your order.
2. Write Return Order Number on packing slip and attach it to the merchandise you're returning. Do not mark manufacturer's original packaging, and make sure resalable products are in original manufacturer's packaging.
3. On packing list, note reason for return (damaged, ordered incorrectly, incorrect item sent, quantity error, etc.).
4. Place the merchandise, with the Return Order Number noted clearly on the label, at the same place you received your order.