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Rev 1/3/2014

#### **Shipping Policy:**

Specialized Office Systems, Inc., teams with leaders in the shipping industry including FedEx to deliver your goods quickly and safely. All office supply orders (orders placed from our “Discount Office Supply” catalog) are shipped for free if the order is over \$75.00! All other orders are shipped using the most efficient method including local delivery, regional carrier, or by national carrier such as FedEx. If you would like a specific carrier / method, please be sure to specify that information when checking out. Please note that expedited shipping costs more. Most orders are shipped within 24 business hours if stocked locally or within 24 hours of receipt of product if not stocked locally or in the rare case of backorders. Custom orders are shipped within 4 – 5 business days of placing / approving the order. The website freight cost is only an estimation and the actual freight cost of your order will be added to the invoice for that order (lower or higher).

#### **Return Policy:**

Specialized Office Systems, Inc. is completely committed to your satisfaction. We’re pleased to have the following return policies:

Office Supplies and stock filing products – If the product is defective, we will happily replace it with another unit of the same item. If you don’t like the product we will accept a return, subject to any restocking fee for 45 days.

Food Items – Based on federal law, to help ensure a safe food supply, the FDA does not allow us to accept returns of food items (coffee, tea, snacks, etc.).

Custom Products (printed products, promotional items, apparel, custom filing products etc.) – Please check your proof (online, by email, or by fax) carefully. Once the proof is approved, its contents are your responsibility so it’s critical that you check all text and design that is presented on the proof carefully and thoroughly. You will also want to pay attention to embroidery and screen printing locations and sizes as the proof size may not match the imprint size and may be adjusted. All promotional products presentations include a section for imprint size so you will want to pay attention to that information as well. If the final product matches what you have approved on the proof, the options are very limited. If the final product does not match the approved proof, we will gladly replace the item with the correct product / information.

Furniture – Please check your layout and parts list carefully. We cannot accept returns on custom designed furniture systems. If there is a problem with the system, we will gladly work with you to develop a solution to the challenge. Please note that these solutions may have additional costs incurred by the client. If the furniture is returnable, we are happy to accept a return, less any restocking fee if applicable.

Software – All Software is sold as is and no returns are accepted. However, if there is a challenge, we will work with you and our programmers to do our best to resolve the challenge. Please read your license agreement and software contract carefully.

#### **Privacy Policy:**

Specialized Office Systems, Inc., takes your privacy very seriously. We never sell your information or share it with our partners. Your information is collected simply to facilitate your order and is never shared with outsiders. We may send you special offers and promotions from Specialized Office Systems, Inc. by Email, Fax, or Mail. We may also send on behalf of our partners marketing messages. You may opt out of Specialized Office Systems, inc. marketing messages, partner marketing messages, or both by calling 602-485-0900 or sending an opt out request to [Service@SOSsystems.com](mailto:Service@SOSsystems.com).

We only collect your personal information if you enter it into our website during the check out process. We also utilize Google Analytics to provide us with information on quantity of visitors, but we don’t collect any personal information until you enter it while checking out. You have the option to create an account while checking out, or you may check out as a guest. If you create an account, it is your responsibility to keep your username and password confidential.

#### **Pricing Policy:**

Specialized Office Systems, Inc. tries to offer the most reliable pricing possible.

Office Supply Pricing is provided by the manufacturer of the product and can change frequently, especially on the most volatile products such as copy paper and toner products. We always do our best to update the online pricing based on the information provided from the manufacturers. If you find any errors in pricing, please contact us. If you find items that are priced at “\$0.00”, this is most likely a mistake and we apologize for any inconvenience this may cause you. This is caused by a system error and the correct, competitive price will be charged upon invoicing by Specialized Office Systems, Inc.

Pricing on items specific to your business, such as printing, promotional products, custom filing products, etc. are priced especially for the product you are ordering based on the specs of the job and the previous quantity ordered. If you change the specs of the order or decrease the quantity of the item ordered, you will change the price. Conversely, if you increase the quantity, you will likely lower the price. SOS always strives to give you the best price possibly based on the specifications of the job and the quantity ordered. To ensure you are ordering the correct quantity of the item to get the price displayed, you will want to either check the previous order quantity by going into the reports section of [mySOSonline.com](http://mySOSonline.com), or contact your Client Services Representative or Sales Consultant. If you would like a price quote on a new item, feel free to use the “quote request” function of the site.

#### **Acceptance of these Policies:**

We appreciate your business. By shopping with Specialized Office Systems, Inc. online or by phone, fax, mail, or by any other method, you agree to the terms and conditions of this document. If you have any questions or comments, please direct your questions to the address below.

We reserve the right to make changes to this document and any of these policies without notice

The section headings are meant to be used as guidance only and are not intended to be all encompassing of the subject matter.