

## Complete Office Supply Return Policy

At Complete Office Supply, we want you to be completely happy with every purchase you make. Our return policy is designed to be straightforward and transparent, so you can shop with confidence. We strive to make the return process as simple as possible while ensuring we can continue to provide quality products to all our customers.

### Our Standard Return Policy

If for any reason you are not completely satisfied with your purchase, you may return most items within **15 days** of the original purchase date for a full refund in the form of a credit memo to your account.

To be eligible for a return, the item must be in **brand new, resalable condition**. This means the product shows no signs of use, wear, or cosmetic damage and is returned in its original, undamaged packaging with all parts, manuals, and accessories intact.

### For Returns After 15 Days

We understand that sometimes life gets in the way. If you need to return an item more than **15 days** after the purchase date, please contact our Customer Service team to request a Return Merchandise Authorization (RMA) number.

Please note that returns accepted after this period are subject to a **15% restocking fee**, which helps cover the costs of processing and inspecting the return. This fee will be deducted from your refund.

### Non-Returnable Items

To ensure the safety and quality of our products, some items are considered final sale and cannot be returned :

- **Food and Beverages**
- **Medicine**
- **Office Furniture**
- **Custom Manufactured Items**

### An Important Exception for Damaged or Defective Items

Your satisfaction is our top priority. For this reason, our policy includes a clear exception: If an item is received damaged or defective, it may be returned for a full refund or exchange within **15 days** of purchase, regardless of the product category.

## How to Initiate a Return

1. **Contact Us:** For returns after 15 days or for any damaged/defective items, please contact our Customer Service team to receive a Return Merchandise Authorization (RMA).
2. **Package Your Item:** Securely pack the item in its original packaging along with all documentation, including your proof of purchase.
3. **Ship or Drop Off:** Follow the return instructions provided by our team.

## Our Commitment

We believe that a fair and transparent return policy builds trust. We are committed to standing behind the quality of our products and providing you with a hassle-free experience. If you have any questions, please do not hesitate to contact our Customer Service team.