



Shelby Distributions Inc. dba

Express Office Products

Preparing Business for Business

**GENERAL SERVICES ADMINISTRATION
MULTIPLE AWARD SCHEDULE
OFFICE SUPPLIES SIN 75-200
JANSAN 75-85
TERMS AND CONDITIONS**

Contract Number – 47QSEA20D000W
Contract Period – 11/01/2019 thru 10/31/2024
Contractor: Shelby Distribution Inc.

POC: Michelle Curry Email: Ccurry@expressop.com
29 A Butterfield Trail Blvd
El Paso, TX 79906
Phone: 915-590-3050 Fax: 915-590-3080
Toll Free Number: 866-590-3050
Company website
<https://shelbydistributions.com>

Email customerservice@shelbydistributions.com
To receive password to order from our web site



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| <p>1. Awarded Special Item Number: 75-200 & 75-85</p> | <p>9. Point of Sale Discount: Customers automatically receive OS4 pricing by using GSA Smart Pay Card.</p> |
| <p>2. Maximum Order: \$150,000 USD</p> | <p>10. Customer Service: Contractor shall provide a customer service center that is operational from 8:00 am - 5:00 pm Mountain Standard Time, Monday through Friday, except federal holidays.</p> |
| <p>3. Minimum Order: \$100.00 USD</p> <p>Convenience Fee: \$11.86 for orders under \$100</p> | <p>11. Packing Slip: Contractor shall offer a packing slip for each order placed under the OS4 Contract and provide it with the shipment. Contractor shall ensure the delivery ticket or packing slip contains the following minimum information:</p> <ul style="list-style-type: none"> • Order number/ Purchase Order Number • Attention to • Ship to Address • Part Number • Quantity |
| <p>4. Geographic Coverage: 50 states, DC and Puerto Rico for scope. Shelby ships destination to the 48 and DC. Shelby passes along to customer the shipping charges for Puerto Rico, Hawaii and Alaska (OCONUS)</p> | <p>12. Return Policy: Contractor shall allow the government to return items in the original packaging and in sellable condition up to 30 days from the date; the customer received the item. Contractor shall provide a full refund, less any applicable restocking fee within the 30 days of receipt. Restocking Fee is 10% of the item total.</p> |
| <p>5. Standard Delivery 3 to 4 Business Days – Dock to Dock</p> | <p>13. Damage Goods Customer must contact vendor within 7 days of receipt to report damages. Damage products are the Contractors' responsibility and liability. If ordered items are received in damaged condition, Contractor must replace items after receipt of notification of damage at Contractor's expense. The delivery of replaced items must adhere to the delivery timeframes specified in the original order.</p> |
| <p>6. Delivery Options: Next Day: 12% Desktop: 12% Secure Desktop: 15%</p> | <p>14. Order Placement: Order placement via phone, fax, e-mail, in-person, or Contractor operated website shall be accepted. It is anticipated that the vast majority of orders will be through DOD E-Mall and GSA Advantage.</p> |
| <p>7. Discounts: Shelby Distributions is offering the Government the following discounts: \$300 - \$999.99 --- None \$1,000 - \$2,999.99 --- .50% \$3,000 - \$4,999.99 --- .75% \$5,000 - \$9,999.99 --- 1.0% \$10,000+ --- 1.25%</p> | <p>15. Order Responsiveness: For orders placed, Contractor shall provide the following:</p> <ul style="list-style-type: none"> ▪ Email acknowledgement within 24 hours to the customer that the order was received ▪ Email acknowledgement within 24 hours of the order being shipped ▪ Electronic acknowledgement of credit returns or refunds within 48 hours ▪ Out-of-stock/backorder notification within 24 hours with follow up telling customer when item will be available. |
| <p>8. Government purchase cards are accepted below and above the micro-purchase threshold.</p> | |