

Shelby Distributions Inc. dba

Express Office Products

Preparing Business for Business

GENERAL SERVICES ADMINISTRATION MULTIPLE AWARD SCHEDULE JANSAN 322291 TERMS AND CONDITIONS

Contract Number – GS-02F-0025T

Contract Period – 12/06/2011 thru 12/04/2021

Contractor: Shelby Distribution Inc.

POC: Julian Grubbs Email: Jgrubbs@expressop.com

29 A Butterfield Trail Blvd

El Paso, TX 79906

Telephone: 915-590-3050 Fax: 915-590-3080

Toll Free Number: 866-590-3050

Company website

www.shelbydistributuions.com

Email: CustomerService@shelbydistributions.com

To receive password to order from our web site

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1. **Awarded Special Item Number:** 322291

2. **Maximum Order:** \$150,000 USD

3. **Minimum Order:** \$100.00 USD

4. **Geographic Coverage:**

The 48 Contiguous States and the District of Columbia, Standard Delivery, Alaska, Hawaii, Puerto Rico and International

5. **Discounts:**

Shelby Distributions is offering the Government the following discounts:

- a. Average Discount and Range or Basic Discount: 32.36%/14,20-77.86
- b. Quantity Discount: Case by Case
- c. Prompt Payment Discount: 1% Net 10
- d. Credit Card Discount: None
- e. Other Discounts: None

6. **Standard Delivery** 3 to 4 Business Days

7. **Delivery Options:**

Standard Delivery: 3 to 4 Business Days

Next Day Delivery: 20%/Additional

Desktop Delivery: No Fee

Secure Desktop Delivery: 20%/Additional

International Delivery: 30%/Additional

8. **Government purchase cards** are accepted below and above the micro-purchase threshold.

9. **Packing Slip:** Contractor shall prepare slip for each order placed under the MAS Contract and provide it with the order. Contractor shall ensure the delivery ticket or packing slip contains the following minimum information:

- Order number
- Part Number
- Quantity
- Address
- Point of Contact

Customer Service:

Contractor shall provide a customer service center that is operational at a minimum from 9:00 am Central Time to 5:00 pm Monday through Friday, except federal holidays. The hours of operation shall be those of the location of the customers in the 48 contiguous United

10. **Point of Sale Discount:** Customers automatically receive MAS pricing by using GSA SmartPay Card

11. **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 item was delivered. Contractor shall provide a full refund, less any applicable restocking fee within the 30 days of receipt of the refund

12. **Restocking Fee:** Restocking Fee is capped at no more than 15 % of the item cost when the contractor incurs additional costs due to customer ordering error. There shall be no restocking fees when the item is returned due to item condition or contractor error.

13. **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'

14. **Order Responsiveness:** For orders placed electronically, Contractor shall provide the following:

- Electronic acknowledgement within 8 hours to the customer that the order was received;
- Electronic acknowledgement within 8 hours of the order being shipped;
- Electronic acknowledgement of credit returns or refunds within 48 hours; and
- Out-of-stock/backorder notification within 24 hours with follow up telling customer when item will be available

Delivery:

Except when otherwise specified in the order, all orders shall be delivered via ground within the contiguous United States, within three (3) to four (4) business days after receipt of order.

Contractors may specify an additional charge for delivery to Alaska, Hawaii, Puerto Rico, or International locations as

States, Alaska, Hawaii, and Puerto Rico.

Damage Goods

Damage products are the Contractors' responsibility and liability. If ordered items are received in damaged condition, Contractor must replace items within 3 business days 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.

indicated in their Federal Supply Schedule 75 contract (F-FSS-202-F and F-FSS-202-G). Additionally, Contractors in Pool Two are required, and Contractors in Pools One and Three are permitted, to include overnight, and secure desktop delivery options as well as delivery to Alaska, Hawaii, and International locations.

Contractor charges an additional **25%** for all orders under the minimum order of \$100.00

Contractor must provide a returned merchandise authorization (RMA) and prepaid shipping label with each replacement order. The cardholder or government employee/purchaser will document damage on shipping documents.