“Getting Started”

OFFICE PRODUCTS MANUAL

Account # C2160268

Prepared by:

WHO BUT

W.B. MASON
FOR OFFICE SUPPLIES, FURNITURE & PRINTING
Contact Information

The following individuals are responsible for our service program for Colgate University. Please feel free to call them or any member of our Customer Service Department for assistance.

Questions:

Customer Service
Phone Number: 888-926-2766
Fax Number: 888-266-9082

Account Executive:

Craig Garland
Phone Number: 888-926-2766 ext. 1852
Fax Number: 888-266-9082
Email Address: craig.garland@wbmason.com

Customer Service Representative:

Jill Babcock
Phone Number: 888-926-2766 ext. 5153
Fax Number: 888-266-9082
Email Address: jill.babcock@wbmason.com

Customer Service Manager:

Rebecca Johnson
Phone Number: 888-926-2766 ext. 1871
Fax Number: 866-236-0084
Email Address: rebecca.johnson@wbmason.com

Web Support Specialist:

Jill Babcock
Phone Number: 888-926-2766 ext. 5153
Fax Number: 888-266-9082
Email Address: jill.babcock@wbmason.com

Rebecca Johnson
Phone Number: 888-926-2766 ext. 1871
Fax Number: 866-236-0084
Email Address: rebecca.johnson@wbmason.com
PRICING

All items in the WB Mason full line catalog are shown with a manufacturer’s list price. Prices in the catalog will be discounted. The actual price charged to Colgate University can be obtained via the web.

Preferred Pricing

A core list of most used items has been created for Colgate University. The price of these core list items is contracted for your account at a pre-negotiated price. Items on the core list can be viewed by clicking the Preferred Price icon on the web.

Special Requests

Purchases requiring special consideration due to unique situations such as bulk quantities, specialty items, first time purchase, etc. should be directed to your Account Manager, Craig Garland. Requests will be researched and a special quote will be forwarded to the end user.
Catalog Information

SELECTING WHICH ITEMS TO ORDER:

Colgate University locations will be provided with W.B. Mason’s “Full Line” catalog. Items in the catalog are shown at Manufacturer’s list price, from which you will receive a discount.

To aid in your item selection, our catalog has:

- Color-coded table of contents that corresponds with headings
- Alphabetical page headings to make selection easier
- Catalog prices are manufacturer’s list price

If you can’t locate an item, please call Customer Service at 888-926-2766 and they can assist you in ordering products not listed in our catalog.

When ordering through the Internet, there is also an on-line catalog with a search engine. You can either search by keyword or item number. You will learn more about Internet ordering later in this manual.

Ordering Methods

Method 1:
Internet Ordering (on-line via the Internet, items with pictures)
- Orders must be submitted by 5pm for next day delivery by W.B. Mason drivers

Method 2:
Fax & Phone

FAX your order to our Customer Service Department at 888-266-9082. Approved fax form is included with this package.
Delivery Information

Upon receipt of the order, it will be your responsibility to check merchandise received with what is listed on the accompanying packing slip and with your copy of the original order form. If there is any problem with your shipment (i.e., wrong item received, wrong quantity received, damaged merchandise, etc.) utilize our online return process. If you need a proof of delivery, please contact Customer Service at 888-926-2766.

Merchandise Return Policy

We hope you are pleased with your purchase. Occasionally, however, it may be necessary for you to return merchandise for replacement or credit.

W.B. Mason will pick up and/or credit merchandise for the following reasons:

1. Item(s) shipped incorrectly by W.B..
2. Customer error.
3. Item(s) damaged or defective upon receipt.

Please Note: You must re-order your merchandise. This return will not automatically generate a re-order.

All claims for credit/return must be made within thirty (30) days of receipt of merchandise.

All merchandise MUST be returned in its original carton or credit cannot be issued.

Custom Merchandise such as printed items, rubber stamps, signs, special orders and furniture are not returnable.