



STOREY KENWORTHY  
we make a difference

## RETURN STANDARDS

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### RETURNS ALLOWED UP TO 30 DAYS FROM DATE OF INVOICE

Standard returns for general office supply products*
Defective item - the item is not functional due to a manufacturer defect

### RETURNS ALLOWED UP TO 10 DAYS FROM DATE OF INVOICE

Standard returns for furniture related items* – including but not limited to chairs, desks, tables, carts, and files
Damaged item – items that arrive broken or damaged
Mis-filled order – the order was filled with an incorrect item instead item that was ordered
Shorted item – items that were missing from your order

### NON-RETURNABLE ITEMS

Electronics and business machines including but not limited to printers, shredders, folding machines, telephone systems including telephone headset systems, and timeclocks <i>(excludes defective items)</i>
Food and beverage items, first aid and pharmaceutical items, dated goods, special order items, and custom items
Custom promotional, printed, or apparel items

#### \*STANDARD RETURNS – ADDITIONAL INFORMATION

Once items are back at our main warehouse they will be inspected before credit is issued. Items must be returned in resaleable condition, in the original packaging, free of any markings or labels, in the same unit of measure and quantity as originally sold and contain all packaging and associated materials (for example manuals or other product literature). A restocking fee of up to 25% may apply.

#### FOR CUSTOMERS WHO RECEIVE DELIVERIES VIA A COURIER (Spee Dee Delivery, Fed Ex, UPS, etc.)

Returns due to a mis-fill, damaged, or defective product, Storey Kenworthy will arrange the pickup of the returned items at no expense to the customer.

For standard returns, the customer is responsible for shipping the items back to our main warehouse for credit. Below is the address where the items need to be directed. Please include a copy of the original order when returning items.

Storey Kenworthy  
Attn: Supply Warehouse South Dock  
1333 Ohio Street  
Des Moines, IA 50314

For additional information regarding return options for customers who receive orders via a courier or for any other general questions regarding Storey Kenworthy's return process, please feel free to contact our Supply Customer Support team at [customerservice@storeykenworthy.com](mailto:customerservice@storeykenworthy.com).