

A note from Office Depot:

We are very excited to tell you about Office Depot's new Greener Office Delivery Service program that goes into effect mid July 2011. The goal of Greener Office Delivery Service is to reduce the environmental impact of Office Depot deliveries and to respond to customer interest in saving resources and reducing waste. The program aligns to our global commitment to "increasingly buy green, be green and sell green" which is described in detail on Office Depot's Corporate web site at <http://www.officedepot.cc/environment/>.

The new Greener Office Delivery bags will be used when;

- products are delivered via an Office Depot courier / truck
- when product dimensions permit the use of a bag
- when orders are under 20 pounds

Please know that some deliveries will remain shipped in cardboard boxes. Those receiving UPS delivery, when the products cannot fit into a one of the Greener Office Bags or when the order weights more than 20 pounds.

See the attached overleaf for a full set of **Frequently Asked Questions** about this exciting program.

Don't forget to cascade this information down to all your end users so they are aware of this change in delivery services from Office Depot.

Thank you again for helping reduce our environmental footprint for the future and have a great week.



Office DEPOT.
greeneroffice™

**DELIVERY
SERVICE**

A GREENER WAY TO GET YOUR SUPPLIES

Office Depot® GreenerOffice™ Delivery Service is a program provided at not additional cost for eligible delivery orders. Items will be brought to your location in a sealed paper bag protected by a reusable plastic tote during transportation.

The goal of GreenerOffice™ Delivery Service is to reduce the environmental impact of Office Depot®

deliveries and to respond to customer interest in saving resources and reducing waste. The program aligns to our global commitment to “increasingly buy green, be green and sell green” which is described in detail at business.officedepot.com/greeneroffice.

See overleaf for a full set of **Frequently Asked Questions** about this exciting program.

Office Depot® GreenerOffice™ Delivery Service – Frequently Asked Questions

1. What's in it for me?

Customers will receive their Office Depot orders in a package that is convenient to carry and open. Additionally, the bags can be generally re-used or recycled more easily than boxes.

2. Why don't all my shipments come in a bag?

Some items can be shipped in their original vendor cartons and do not require repackaging. Other items are just too big to be delivered in a bag.

3. What are the environmental benefits of switching to paper bags?

Office Depot has used millions of cardboard boxes and millions of plastic air pillows every year for the last number of years. A significantly greater amount of wood is used in the production of corrugated boxes than what is used in the production of paper bags. For orders delivered in bags, we hope to substantially reduce the amount of boxes used for deliveries and also eliminate the use of many air pillows.

4. Do your paper bags contain any recycled content?

Yes, our bags contain an average of 40% post consumer recycled content. In addition, the reusable plastic totes that protect the bags during transportation contain 60% post consumer recycled plastic.

5. Which items are eligible for GreenerOffice™ Delivery Service?

The bags will hold a total of 20 pounds and are approximately 14" x 9.5" x 16.25". Items that will fit in this bag and that are shipped from an Office Depot warehouse are eligible. In addition, the entire bag including handles is recyclable where paper recycling programs exist.

6. Will Office Depot® GreenerOffice™ Delivery Service be available at my location?

Currently, our GreenerOffice™ Delivery Service is available in many locations and it will soon be available nationwide.

7. What size are the bags?

All items that fit will be delivered in a 14"x 9.5"x 16.25" inch bag, which has handles and adhesive closures.

8. What if an item is too large to fit into a sealed bag?

All standard-sized items will be delivered in sealed paper bags on your normal delivery schedule. Items too large to fit into these bags will be delivered to your doorstep in their original packaging and placed in a covered location (if available) when the weather is inclement.

9. Do you deliver to P.O. boxes?

Not at this time.

10. Do I need to be at home/office to receive my delivery?

No, as long as your delivery totals less than \$250. If your delivery amount is \$250 or more, we will need a signature at the time that the delivery is made.

11. How do I return an item?

For delivery orders, contact your regular customer service group to arrange free pick up. Your refund will be processed when the items are received at our Office Depot Distribution Center.

12. What if my delivery is missing, has missing items or has defective items?

Please contact our call center and we'll help you correct the issue as quickly as possible.

13. How do I provide feedback or have queries about your GreenerOffice™ Delivery Service experience?

We'd love to hear from you. Please contact us at 1-888-2OFFICE with any questions and to share your experience.