



TERMS AND CONDITIONS

STOCK PRODUCT RETURNS

At Monk Office, your satisfaction with our products or services is our highest concern. If you are dissatisfied with your purchase in any way we will gladly accept a return of any stocked merchandise item within 30 days from the date you received it. Product must be in the original packaging and in resalable condition. Merchandise returns after 30 days may be subject to a restocking fee.

IMAGING SUPPLIES (TONER, INK, SPECIALTY MEDIA)

Stocked product in original and unopened packaging can be returned within 30 days of delivery for full credit. Defective products will be exchanged in accordance with the manufacturer's warranty.

EQUIPMENT / ACCESSORIES

Product in original and unopened packaging can be returned within 10 business days from date of delivery for full credit. Defective product may be returned for replacement or credit within 10 business days of delivery and must include UPC label and all original packaging (missing UPC label and/or accessories will result in the refusal of your return). Defective product beyond the initial 10 business day period will be repaired or exchanged in accordance with the manufacturer's warranty.

SOFTWARE

Product sealed in original packaging can be returned within 15 business days of delivery. Due to copyright law, we will exchange software only when the media is defective.

SPECIAL ORDER PRODUCTS

Specially ordered or custom made stationery products are non-returnable.

PRICE CHANGES

At Monk Office we make every effort to hold price increases. However, the catalogue prices are based on what the manufacturers charge us at the time and are therefore subject to change.