

Paper & Plastic Supplies Bid# B24-1001	
Bid Period: 8/1/2024 - 7/31/2025	
* The following were noted for the bid responses from these vendors:	
Hill & Markes, LLC	Delivery: \$350 minimum order per delivery location; or \$25 small order fee
Interboro Packaging Corp.	No limitations or exceptions.
Staples, Inc. dba Quill, LLC	Exceptions/Limitations: See attached addenda. Reference Quill Bid# 24-35075 on all POs.
Sanico, Inc.	No limitations or exceptions.
US Foods, Inc. (formerly Renzi)	Delivery: with all food deliveries.



**Proposed Comments to
Center for Instruction, Technology, & Innovation
Paper & Plastic Supplies B24-1001
Vendor: Quill LLC
Quill Bid # 24-35075**

Term	Modification
Purchase Orders Noting Multiple Requisitioners	While Quill LLC can only accommodate shipping to one requisitioner per purchase order, we provide free shipping on all orders.
Inside/Desktop Delivery	UPS automatically provides inside delivery. The driver will bring the merchandise inside to a main location- Desktop delivery is not available.
Large Volume Orders/Tailgate Delivery	Large volume orders may ship via truck-tailgate delivery. To avoid any issues on large orders, please request UPS deliveries on your purchase orders.



Delivery Policy

FREE SHIPPING – No minimum spend required.

97% on-time delivery.

- Delivered via UPS or local carrier within 1-2 business days (Mon-Fri) ARO stock.
- UPS automatically provides inside delivery (the driver will bring the merchandise inside to a main location- no desktop delivery).
- Shipping for items with the prefix JV are normally 1-2 business days ARO stock, however, large quantities of an item may require longer delivery times, up to 5-7 business days ARO.
- Allow additional delivery time for special orders, custom-printed items and factory-direct items. Expected delivery dates can be found in your shopping cart and at checkout and on your final email order confirmation.

Next-Day Delivery

- Items marked "Next-day delivery" will be delivered the next business day.
- Orders must be placed Mon-Thu by 2pm local time to qualify. Estimated delivery dates vary due to carrier shipping practices, items in your order, and delivery location. Customers in remote areas may not be eligible for next-day delivery. Subject to credit approval. Excludes delays resulting from circumstances beyond Quill's reasonable control, including, without limitation, natural disasters, labor strikes, or severe weather.

1-2 Day Delivery

- Items marked as "1-2 Delivery" will be delivered within 2 business days.
- Orders must be placed by 3pm local time to qualify. Subject to credit approval. Excludes delays resulting from circumstances beyond Quill's reasonable control, including, without limitation, natural disasters, labor strikes or severe weather.

Large Volume Orders may ship via Truck-Tailgate Delivery within 2-7 business days ARO.

- Tailgate Delivery means the driver is only responsible to get cartons to the end of the truck and customer is responsible for unloading and bringing inside the building. No shipping or processing fees.
- A call 24 hours before a truck delivery can be arranged at no charge.
- Lift gates (cargo lift) can be requested for truck orders at no charge- you must note the PO.
- For an additional fee of \$50.00, the driver will assist in unloading cartons from truck and bring inside the building.
- Installation and/or setup is not included. Additional charges will apply based on weight and site conditions. Please call for quote.
- Pallet size is 47.5" X 36".
- We cannot guarantee full carton shipments due to our automated order system. To provide prompt delivery of your order, we may have to utilize stock from multiple warehouse locations.
- We cannot guarantee palletized shipments for large orders due to our automated order system. For us to ship larger quantities and provide prompt delivery service, we may have to utilize stock from multiple warehouse locations.

Quill's **Future Delivery** option enables a school to plan for future needs while securing today's low sale prices.

- Schedule delivery and billing up to 4 months from the time of submitting your order.
- Just write "Future Delivery" on your purchase order and the date you want the order to ship. If ordering online, simply click "Delayed Shipment" on the checkout screen.

Backorder Procedure

Quill LLC operates 18 warehouses nationwide and partners with vendors and wholesalers to deliver products. If the warehouse nearest your location doesn't have the item, Quill will use one of its other warehouses or vendor/wholesaler to deliver the product or provide an alternate item of equal or higher value at the same price. Items will not be substituted without prior approval. If an item is backordered, Quill will notify you on your order confirmation or send you an e-mail with the approximate date the item will deliver.



Return Policy

If there's a problem with your order or you need to make a return, we will do whatever it takes to make it right. Unless otherwise noted below, merchandise must be returned within 30 days for full credit, refund or replacement. Machines and furniture must be returned in the original box.

ORIGINAL MANUFACTURER INK & TONER RETURN POLICY: Unopened and unexpired Original Manufacturer ink & toner cartridges such as, but not limited to, cartridges, drums, maintenance kits, fusers, developer kits, transfer kits, cleaning units, and waste toner bottles/containers may be returned within 30 days of purchase for full credit or replacement. Please check to make sure you've ordered the correct cartridge before opening the packaging (use our Ink & Toner Finder at www.quill.com/ink-toner-finder). We will not accept returns on merchandise that has been opened and is not defective.

QUILL BRAND INK & TONER GUARANTEE: Quill Brand ink & toner cartridges are guaranteed to be free from defect regardless of the age of the product. If a defect occurs, we'll be happy to exchange it or provide a full refund. Quill Brand cartridges are manufactured to the highest standards in materials and workmanship to meet O.E.M. (Original Equipment Manufacturer) yield and performance standards.

TECHNOLOGY AND BUSINESS MACHINES (RETURN WITHIN 14 DAYS): Non-defective technology and business machine items such as, but not limited to, printers, copiers, shredders, laminators, fax machines, computer accessories, networking, cameras, scanners, monitors, projectors, video equipment and consumer electronics must be returned within 14 days of the date of receipt and meet the following conditions: Returns must contain all original packing materials (including box), UPC codes on the box, all product documentation, parts, and accessories. Defective products must be handled under each manufacturer's guidelines.

COMPUTERS/LAPTOPS/NOTEBOOKS/TABLETS (RETURN WITHIN 14 DAYS): All computers, laptops, notebooks and tablets must be returned within 14 days of the date of receipt for a full credit or refund. To return a computer, laptop, notebook or tablet, it must be returned in the original box with the UPC code, all original packaging materials, product documentation, parts and accessories. All returns will be inspected and must be 100% complete. Defective products must be handled under the guidelines stated in the warranty and repair policy sheet included with the product.

- Panasonic computers have limited-exchange privileges that require manufacturer approval of any exchanges as a result of a defective product within 14 days of purchase. Prior to returning computers from this brand, you must contact a manufacturer agent to obtain a return authorization number or code. Contact: Panasonic at 855-772-8324.

VENDING EQUIPMENT (RETURN WITHIN 30 DAYS): The following policy covers non-defective vending equipment that includes, but is not limited to, bulk vending machines (gumball machines), electronic and mechanical snack machines, beverage machines, change machines and accessories. Defective products must be handled under each manufacturer's guidelines. Items must be returned within 30 days and meet the following conditions:

- The box must contain all original packing materials (where applicable), UPC codes on the box, all product documentation as well as all parts and accessories. All returns will be inspected and must be 100% complete. Non-perishable free items included with a specific product purchase must be returned as well to receive credit.

BOXED, LICENSED AND DOWNLOADED SOFTWARE (RETURN WITHIN 30 DAYS): Unopened boxed software that we currently sell must be returned in the original, unopened packaging within 30 days from receipt of product for a full credit, return or replacement unless noted by the manufacturer. Any defective boxed software must be returned within 30 days and will be exchanged for the exact same software title version. Software licensing varies by manufacturer; call 800-789-1331 for details. Multiple licenses may not be returned beyond 30 days for any reason unless authorized by the manufacturer. Downloadable software is not returnable or refundable.

FURNITURE: Furniture items such as, but not limited to, chairs, desks, tables, partitions, cabinets, chair mats, lamps and all furniture decor must be returned within 30 days and meet the following conditions: Returns must contain all original packing materials (including box), UPC codes on the box, all product documentation, parts, and accessories. Defective products must be handled under each manufacturer's guidelines. All returns will be inspected and must be 100% complete.



Warranty Information

<https://www.quill.com/warranty-recall-information/cbi/102.cshtml>

Quill's standard warranty is 90 days (lifetime guarantee for Quill Brand)- Review with manufacturer for over 90 days. Browse our assortment of Asurion warranties for service plans you can purchase through Quill.

How can I obtain a manufacturer's product warranty information?

- To obtain a manufacturer's telephone number for warranty information, please email solutions@quill.com
- Please include the product name, manufacturer and model number or Quill.com item number.

How can I obtain product recall information?

- To obtain a manufacturer's telephone number for recall information, please email us, solutions@quill.com
- Please include the product name, manufacturer and model number or Quill item number.
- The products identified below are subject to recall in the United States.
- The recall information provided here is based on manufacturers' and regulatory agencies' press releases that involve products previously sold through Quill.com. Information on each recalled product, and the steps you should take if you own such a product, are also set forth in more detail below.
- For products recalled through the U.S. Consumer Product Safety Commission, visit the CPSC Web site at www.cpsc.gov for additional information or call the CPSC recall consumer hotline at 800-638-2772.
- For products recalled through the U.S. Food and Drug Administration, visit the FDA Web site at www.fda.gov for additional information or call the FDA at 888-463-6332.

What do I do if a product I bought has been recalled?

- Please contact the manufacturer for specific instructions.



Packing Information

- Our primary goal as your vendor is to ensure that your product is protected and you receive it in perfect condition.
- We use #4 recyclable packaging materials to protect your order during shipment and to further help preserve valuable resources; items are packed into a box size that fits your order.
- If your delivery needs extra protection, we use lightweight plastic air bags which, in many areas, can be recycled.
- Whenever possible, we ship your products without packing materials to conserve resources. It is our desire to be proactive in seeking environmentally responsible packaging options and methods.
- Quill constantly conducts customer surveys to assess the packaging material satisfaction. Those surveys are reviewed, and each suggestion looked into.
- Quill has changed our packaging from Styrofoam bubbles to one plastic bag in our boxes.
- Quill has cut the use of shrink wrap within our warehouses.

Packing Slip Policy:

- Full Case Shipments- No packing list provided. Outside label will contain number of cartons.
- Partial Case Shipments- The packing list will be located in the box labeled "Packing Slip Enclosed".

The packing slip contains:

- ✓ Account Number
- ✓ Ship Date
- ✓ Order Number
- ✓ Purchase Order Number
- ✓ Buyer Name
- ✓ Ship To and Bill To
- ✓ Total Packages
- ✓ Carrier
- ✓ Carton Number
- ✓ Item Number
- ✓ Item Description
- ✓ Unit of Measure
- ✓ Quantity Ordered and Quantity Shipped