

Grand and Toy Chamber of Commerce Office Supply Program **FAQ**

How can I get set up?

- 1) Please find the account application on the *Guelph Chamber of Commerce* Chamber website in the Members Services section.
- 2) Please print out the application, fill out all the information and fax to *Patrick Currier at 905-264-0264* with contact information.
- 3) You will receive telephone confirmation that the information has been received. Ordering preferences will be addressed at this time (phone, fax or online)
- 4) You can expect 0 to 48 hours turnaround time to have your account fully set up. (We can set accounts up to either bill to a Grand and Toy account, or we can bill direct to a company credit card, it's upon how you prefer to have your account set up)
- 5) Once your account is set up, your account number and online login, if requested; will be delivered to your office by your Grand and Toy Account Manager during your initial Meet and Greet session. During this visit, you will be supplied all catalogues and custom pricing information.

Chamber of Commerce Office Supply Program **FAQ**

1. Who is Grand & Toy?

Grand & Toy is a premier multinational distributor of office supplies, business furniture, technology products and paper.

2. Why Grand & Toy?

Grand & Toy has a long and proud history of providing customer VALUE, EXCELLENT PRODUCT SELECTION and EXPERT ADVICE. We continue to build on our impressive history. We lead our industry with the value we consistently offer our customers.

3. Grand & Toy's Philosophy:

Grand & Toy's philosophy is to make your job of ordering office products as easy as possible. Account Managers will provide prompt, personal, knowledgeable service to help you place your office product orders quickly. At the same time offer you immediate information on prices, product availability and substitutes.

4. Benefits of having an active Grand & Toy Account:

- FREE next business day delivery
- No minimum order requirements
- Over 7500 office supply items available
- Convenient 24 hour online ordering
- Toll free technology support line
- Personalized Account Manager
- Plus many more!

5. Our Products

At Grand & Toy, we understand your business, and pride ourselves on being able to provide you with thousands of different solutions to help make your office work better. From the paper you print on, to the chair you sit in, our vast selection of top quality **office supplies**, **business furniture**, **technology products** and **paper** will allow you to find just what you need while saving money.

6. The Benefits of Being a Grand & Toy Business Customer

In order to stay competitive in this ever-changing market, businesses require that their operations run at maximum efficiency. They turn to Grand & Toy, not just as a vendor, but as a strategic partner to meet this goal. **As Grand & Toy business customers**, companies easily order office supplies - from paper to digital - and they are delivered directly to the workplace.

7. Your Account Manager

Please contact **Patrick Currier 416-401-6488**. A Grand and Toy account representative will contact you regarding any questions that you may have.

As a Grand & Toy business customer you have access to our 350 professional Account Managers. Our dedicated and experienced people build special one-on-one working relationships with you and your business to help keep things running smoothly. Together, you and your Account Manager can determine the best solutions for all of your office product needs.

Solution providers for your office product requirements

Our Account Managers make it their business to know about our products, so they can provide you with the **best product solutions** for your business. Their expertise is at your service when you need it.

8. Your Single Source

Grand & Toy provides both the **selection** and the **expertise** for all your purchases - office products, technology supplies, paper products and business furniture.

Simplicity saves

By consolidating all your office products orders, deliveries and payments with Grand & Toy, you can **maximize productivity** and **minimize costs**. Fewer purchase orders or requisitions and the simplicity of a single detailed invoice will save time and money.

A complete solution

Of course, there's more to Grand & Toy than just top-quality office supplies. We also offer a wide range of cost-saving strategies and expert advice in **specialized product areas** - ranging from technology to business furniture.

We carry a vast selection of the latest computer and technology supplies from the best-known manufacturers - in stock and ready to deliver. Or perhaps you need new furnishings or a complete office renovation

We're always close by

Our wide-reaching network of sales offices, distribution centres and stores guarantees that you'll receive the same great service, products and pricing right across the country. Grand & Toy is your **one source** ordering experience.

9. Delivery

"NEXT BUSINESS DAY OR IT'S FREE" GUARANTEE ON GRAND & TOY BRAND OFFICE SUPPLIES For delivered orders, if Grand & Toy receives your order for Grand & Toy brand products before 4:00 p.m. on any regular business day, we will provide, within our local delivery areas, the normal free next-business-day delivery. If for any reason we cannot fill those Grand & Toy brand items on your order, you will receive them FREE of charge as soon as they become available.

The following conditions apply:

- Grand & Toy reserves the right to limit quantities.
- Maximum claim is \$100 per order.
- Products may be substituted with goods of an equal or greater value at no extra charge.
- Valid only in Grand & Toy's local next-business-day delivery areas.
- Prepaid orders excluded.
- Offer not valid on Grand & Toy brand calendars and planners.
- Offer will not be valid due to inclement weather conditions or acts of God.
- Offer not valid if your Grand & Toy account is past due or if your major credit card authorization is denied.
- Grand & Toy reserves the right to discontinue this program at any time.

DELIVERY CHARGES There are no delivery charges for office supply, computer supply or furniture orders within the Grand & Toy local delivery areas. However, there will be a 1\$ per order Fuel sur-charge applied to each order. For contract furnishing projects, delivery, freight and installation charges are extra. Please contact your nearest Grand & Toy location or Account Manager for details.