Amendment #35  

Los Angeles County Office Supplies Contract

MA-IS-1140050  Independent Stationers Group – Effective April 1, 2015

1.) 221 items received a price reduction averaging 7.11%

2.) 4,279 items received a price increase averaging 4.35%

3.) 443 items have been discontinued

4.) 21 items have had UOM changes

5.) 4,216 items added

6.) Promotional items effective 4/1/15 through 6/30/15

7.) Contract extended from 8/31/15 to 12/31/15

The above changes are reflected in the attached Excel spreadsheet.

These changes are in accordance with the terms and conditions of this contract.

All other pricing, terms and conditions remain unchanged.

Kevin France  
Vice President National Accounts  
Independent Stationers Group

Gerald Plummer  
Division Manager, Purchasing  
County of Los Angeles
Amendment #34

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group – Effective January 1, 2015

1.) 73 items received a price reduction
2.) 672 that have been discontinued
3.) 11 items have had UOM changes
4.) Promotional items effective 1/31/15 through 3/31/15

The above changes are reflected in the attached Excel spreadsheet.

These changes are in accordance with the terms and conditions of this contract.

All other pricing, terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #33

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group – Effective December 1, 2014

1.) Contract is revised for paper price decreases which include:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>UOM</th>
<th>Current Price</th>
<th>New Carton Price</th>
<th>Revised Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNV21200</td>
<td>PAPER,20#,LTR,92 BRT, 10 RM</td>
<td>CT</td>
<td>38.75</td>
<td>35.99</td>
<td>35.99</td>
</tr>
<tr>
<td>UNV21200PLT</td>
<td>PAPER,XERO,8.5X11,400RM</td>
<td>PLT</td>
<td>1,571.68</td>
<td>34.58</td>
<td>1,383.00</td>
</tr>
</tbody>
</table>

2.) Contract is revised for paper price additions in different selling quantities of the same item above:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>UOM</th>
<th>New Carton Price</th>
<th>Revised Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNV21200 10 CT</td>
<td>PAPER,20#,LTR,92 BRT, 100 RM</td>
<td>10 CT</td>
<td>35.50</td>
<td>355.00</td>
</tr>
<tr>
<td>UNV21000 20 CT</td>
<td>PAPER,20#,LTR,92 BRT, 200 RM</td>
<td>20 CT</td>
<td>34.99</td>
<td>699.80</td>
</tr>
</tbody>
</table>

The above changes are reflected in the attached Excel spreadsheet.

These changes are in accordance with the terms and conditions of this contract.

All other pricing, terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #32

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group – Effective October 1, 2014

1.) Contract is revised for minor price increases which include:

3,131 Items increasing in price averaging 4.7%

721 Items decreasing in price averaging 6.36%

764 New items added

The above changes are reflected in the attached Excel spreadsheet.

2.) Revised Promotional Items will also go into effect starting Oct 1, 2014 through December 31, 2014. Revised Promotional file attached.

3.) The Bulk Buy Program will be enhanced by offering deeper discounts for lower qualifying quantities per the attached Program outline. The below charts compare the current and newly enhanced programs:

<table>
<thead>
<tr>
<th>Current BB Version</th>
<th>New BB Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quantity in each or UOM</td>
<td>Discount</td>
</tr>
<tr>
<td>35-200</td>
<td>12%</td>
</tr>
<tr>
<td>201-300</td>
<td>14%</td>
</tr>
<tr>
<td>301-400</td>
<td>16%</td>
</tr>
<tr>
<td>401+</td>
<td>19%</td>
</tr>
</tbody>
</table>
Enhanced Bulk Buy Program Parameters

<table>
<thead>
<tr>
<th>Annual Spend</th>
<th>Number of items allowed for Bulk Buy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to $100K annual spend</td>
<td>Up to 25 items eligible</td>
</tr>
<tr>
<td>$101K to $300K annual spend</td>
<td>Up to 50 items eligible</td>
</tr>
<tr>
<td>$301K to $750K annual spend</td>
<td>Up to 100 items eligible</td>
</tr>
<tr>
<td>$751K and above annual spend</td>
<td>Up to 125 items eligible</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quantity in each or UOM</th>
<th>Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>25-99</td>
<td>14%</td>
</tr>
<tr>
<td>100-199</td>
<td>16%</td>
</tr>
<tr>
<td>200-299</td>
<td>20%</td>
</tr>
<tr>
<td>300+</td>
<td>25%</td>
</tr>
</tbody>
</table>

Not to include cut sheet paper, furniture, technology or any special ordered product, stocked or otherwise. HP Toners qualify up to an additional 5% off current sell prices and all other toners (OEM & Reman) qualify for up to 12% off. Current Promotions are excluded in the above additional discounting.

These changes are in accordance with the terms and conditions of this contract.

All other pricing, terms and conditions remain unchanged.

Kevin France  
Vice President National Accounts  
Independent Stationers Group

Gerald Plummer  
Division Manager, Purchasing  
County of Los Angeles
Amendment #31

Los Angeles County Office Supplies Contract

Effective: 9/01/14

MA-IS-1140050  Independent Stationers Group

1.) Extend the current contract for the 2nd option year extension through August 31, 2015.

   All other pricing, terms and conditions remain unchanged.

Kevin France  
Vice President National Accounts  
Independent Stationers Group

Gerald Plummer  
Division Manager, Purchasing  
County of Los Angeles
Amendment #30

May 22, 2014

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

1.) Effective July 1st, 2014 the contract is revised to include price reductions on 38 items averaging 8.93% decrease, 581 items discontinued, and an addition of 153 items.

These changes are in accordance with the terms and conditions of this contract.

All other pricing, terms and conditions remain unchanged.

__________________________
Kevin France
Vice President National Accounts
Independent Stationers Group

__________________________
Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #29

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

1.) Effective May 6th, 2014 the contract is revised to allow for special, volume based, manufacturer discounts.

These changes are in accordance with the terms and conditions of this contract.

All other pricing, terms and conditions remain unchanged.

__________________________  __________________________
Kevin France               Gerald Plummer
Vice President National Accounts     Division Manager, Purchasing
Independent Stationers Group          County of Los Angeles
Amendment #28  
March 4, 2014

Los Angeles County Office Supplies Contract

MA-IS-1140050  Independent Stationers Group

1.) Effective April 1st, 2014 the contract pricing is revised for scheduled pricing increases on 4,998 items, and price decreases on 641 items.

2.) Revised Promotional items will also go into effect April 1, 2014 through June 30, 2014.

These changes are in accordance with the terms and conditions of this contract.

All other pricing, terms and conditions remain unchanged.

______________________________
Kevin France
Vice President National Accounts
Independent Stationers Group

______________________________
Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #27  

Los Angeles County Office Supplies Contract  

MA-IS-1140050 Independent Stationers Group  

1.) Effective March 4th, 2014 the contract pricing is revised to include increases on 140 paper items. These changes are in accordance with the terms and conditions of this contract.  

All other pricing, terms and conditions remain unchanged.  

Kevin France  
Vice President National Accounts  
Independent Stationers Group  

Gerald Plummer  
Division Manager, Purchasing  
County of Los Angeles
Amendment #26

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

1.) Effective 12/12/13 the contract pricing is revised to include unit of measure changes on 77 items, reduced pricing on 19 items, price increases on 129 paper items only and 514 items are discontinued. These changes are in accordance with the terms and conditions of this contract.

2.) Revised promotional items will also go into effect starting January 1, 2014 through March 31, 2014.

All other pricing, terms and conditions remain unchanged.

Kevin France  
Vice President National Accounts  
Independent Stationers Group

Gerald Plummer  
Division Manager, Purchasing  
County of Los Angeles
Amendment #25

Los Angeles County Office Supplies Contract

MA-IS-1140050  Independent Stationers Group

1.) Effective 10/01/13 the contract pricing is revised to include reduced pricing on 420 items, price increases on 1,500 and 345 items are discontinued. These changes are in accordance with the terms and conditions of this contract.

2.) Revised promotional items will also go into effect started October 1, 2013 through Dec 31, 2013.

All other pricing, terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #24

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

1.) Effective 8/8/13 the Bulk Buy Promotional Program (Implemented with Amendment #17) is revised to increase discount to a range of 12% to 19%. This program may be cancelled with 30 days notice. Program is available to any/all eligible Participating Public Agency.

All other pricing, terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #23

Los Angeles County Office Supplies Contract

Effective: 9/01/13

MA-IS-1140050 Independent Stationers Group

1.) Extend the current contract for the first optional 1 year extension through August 30, 2014.

All other pricing, terms and conditions remain unchanged.

Michael A. Gentile
President & CEO
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #22

June 20, 2013

Los Angeles County Office Supplies Contract

Effective: 7/01/13

MA-IS-1140050 Independent Stationers Group

1.) Extend the current promotional items from Amendment #19 (started April 1, 2013) through September 30, 2013.

    All other pricing, terms and conditions remain unchanged.

______________________________  ______________________________
Kevin France                    Gerald Plummer
Vice President National Accounts Division Manager, Purchasing
Independent Stationers Group     County of Los Angeles
Amendment #21

June 6, 2013

Los Angeles County Office Supplies Contract

Effective: 6/17/13

MA-IS-1140050 Independent Stationers Group

1.) Addition of 547 new items, 1,229 items have been discontinued and 33 HP items decreasing in price.

The attached spreadsheets detail the changes.

All other pricing, terms and conditions remain unchanged.

__________________________
Kevin France
Vice President National Accounts
Independent Stationers Group

__________________________
Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #20

Los Angeles County Office Supplies Contract

MA-IS-1140050  Independent Stationers Group

1.) Addition of 21 new items, 3,000+ price increases and 799 items decreasing in price. Prices effective May 1, 2013.

The attached spreadsheets detail the changes.

All other pricing, terms and conditions remain unchanged.

____________________  ______________________
Kevin France           Gerald Plummer
Vice President National Accounts
Independent Stationers Group
Division Manager, Purchasing
County of Los Angeles
Amendment #19

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

1.) Revised list of 220 promotional items. Prices effective April 1, 2013.

The attached spreadsheets detail the changes.

All other pricing, terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #18

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

1. Addition of SP Richards products to the price file. Existing United products have no price change.

2. Addition of SP Richards products on promotional file and addition of UNV21200 to the promotional list effective January 14, 2013 through March 31, 2013. Existing United products have no price change.

The attached spreadsheets detail the changes.

All other pricing, terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #17

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

1.) Paper changes - Pricing increase on 20 items and reductions to 21 items. 5 items received a unit of measure change. Discontinued items totaled 2,064. Prices effective December 31, 2012.

2.) 378 items on promotion, effective December 31, 2012 through March 31, 2013.

3.) Implementation of a Bulk Buy Promotional Program. Program is available to any/all eligible Participating Public Agency. Effective 1/1/13 and may be cancelled with 30 days notice.

The attached spreadsheets detail the changes.

All other pricing, terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #16

October 15, 2012

Los Angeles County Office Supplies Contract

MA-IS-11400050 Independent Stationers Group

Effective: November 1, 2012

1.) Pricing increase on 3,579 items and 1,084 items received a price decrease. Discontinued items totaled 1,149.

2.) 278 items on promotion, effective November 1 through December 31, 2012.

The attached spreadsheet details the changes.

All other pricing, terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #15

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

Effective: August 13, 2012

1.) Contract Revision: Page 5, paragraph 5.5 Pricing Adjustments Shall be revised to delete the last sentence as follows.

5.5 Pricing Adjustments

5.5.1 Except as specifically noted herein, product prices shall be firm, fixed prices for one year after the award. Thereafter, price adjustments may be authorized twice per year, with the appropriate justification/manufacturer documentation. In all cases, the County will reserve the right to reject any price increases during the terms of the Master Agreement. Approved pricing adjustments shall be effective April 1 and October 1 of each contract year following the initial contract year.

All other pricing, terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #14

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

Effective: July 30, 2012

1. 741 items will be reduced in price.
2. 506 items will be discontinued.
3. 2 items unit with of measure corrections

Above 3 items are listed on the attached spreadsheet for this Amendment.

All other pricing, terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #13

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

Effective: August 06, 2012

The Conventional Sourcing Model Enhanced (CSME) program is included as a contract option. The CSME program shall contain but not be limited to:

1. A common web ordering platform containing the agency's servicing dealer's logo on the home page; web content shall be controlled by Independent Stationers Inc;
2. Local dealer invoicing;
3. Local dealer customer service during the local dealer's regular operating business hours;
4. Local dealer "Special Local Pricing" on specific paper SKU's (such pricing shall not exceed the National Pricing Schedule);
5. If applicable, Tier 1 credits for an MWBE qualified local dealer;
6. Independent Stationers Inc and 3rd party audits for contract compliance, as necessary;
7. All detailed sales reports, reporting and agency rebates to be completed by Independent Stationers Inc;
8. A formal agreement between Independent Stationers Inc and the participating public agency outlining the CSME program.

All other terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #12  
June 26, 2012
Los Angeles County Office Supplies Contract
MA-IS-1140050  Independent Stationers Group

Effective: July 1 through September 30, 2012

1. 298 items will be on special “promotional” status at a lowered price on a separate attached file.

   All other pricing, terms and conditions remain unchanged.

Kevin France  
Vice President National Accounts  
Independent Stationers Group

Gerald Plummer  
Division Manager, Purchasing  
County of Los Angeles
Amendment #11

May 22, 2012

Los Angeles County Office Supplies Contract

MA-IS-11400580 Independent Stationers Group

Effective: June 4, 2012

A.) ISG will be increasing prices an average of 4% on all paper products.

B.) Promotional items referenced in Amendment #10, section B to be extended through June 30, 2012.

The pricing is reflected in the attached USC pricing file.

All other pricing, terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #11

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

Effective: June 1, 2012

A.) ISG will be increasing prices an average of 4% on all paper products effective June 1, 2012.

The pricing is reflected in the attached USC pricing file.

All other pricing, terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #10

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

Effective: April 1, 2012

A.) Per the contract terms, contract updates are effective April 1, 2012. 437 items were reduced in price, 1,000 new items added, 76 discontinued items were deleted, and 4,355 items were increased in price.
B.) 435 items will be on special "promotional" status at a lowered price for 60 days from April 1, 2012 to May 31, 2012 on a separate attached file.

The pricing is reflected in the attached USC pricing file.

All other pricing, terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #9

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

January 12, 2012

A.) Independent Stationers decreased the pricing on 26 items, added 840 new items and deleted 1,133 items that are discontinued.

B.) The pricing is reflected in the attached USC pricing file.

All other pricing, terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #8

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

December 1, 2011

A.) Independent Stationers decreased the pricing on 134 items effective November 22, 2011. One item on Nov 17, 2011 and an additional 34 items will be reduced on December 1, 2011. See spreadsheet for dates and details.

The new pricing is reflected in the attached USC pricing file.

B.) Agreement is modified to state all price adjustment requests must be submitted no less than 60 days prior to implementation.

All other pricing, terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #7

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

Effective Oct 23, 2011

A.) Independent Stationers Inc. will be increasing the pricing on approximately 10,300 items. They will also be reducing the pricing on approximately 6,500 items. The new pricing is reflected in the attached pricing file.

All other terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #6

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

Effective July 07, 2011

A.) Independent Stationers will be passing along a 5.65% price increase on 70 sku# specialty, color and white paper products. ISG will also be lowering 2,108 items averaging 14%. The 70 paper items and 2,108 lowered items affected are reflected in the attached USC pricing file.

All other pricing, terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #5

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

Effective June 11, 2011

A.) Per the Terms and Conditions of the agreement, a 5.65% price increase on 46 sku# paper products will be effective June 11, 2011. The 46 paper items affected are reflected in the attached USC pricing file.

All other pricing, terms and conditions remain unchanged.

Kevin France  Gerald Plummer
Vice President National Accounts  Division Manager, Purchasing
Independent Stationers Group  County of Los Angeles
Amendment #4

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

Effective May 23, 2011

A.) Independent Stationers will offer LA County, thru its US Communities agreement, their private label brand called Legacy Office Products (LOP). The product offering will consist of approximately 185 SKU’s (that will change based on product availability, SKU’s will be added or deleted as it relates to stock availability.)

B.) The LOP are considered "Clearance Items". Once stock has been depleted it will no longer be available on the contract. The LOP items will be shipped separately, usually delivered within 3-5 days.

All other pricing, terms and conditions remain unchanged.

Kevin France
Vice President National Accounts
Independent Stationers Group

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles
Amendment #3

Los Angeles County Office Supplies Contract

MA-IS-1140050 Independent Stationers Group

Effective March 25, 2011

A.) 2 paper SKU price reduction: UNI21200 -$32.83, UNV2120PLT - $1,298.39

Effective April 1, 2011

1.) About 4,000 items have changed as follows:

Lowered Pricing: 3,206 items (includes 2 paper sku’s above)

Manufacture Discontinue: 698 items (drop off list)

Replacements: 63 items

Changed SKU#: 47 items

Kevin France  
Vice President National Accounts  
Independent Stationers Group

Gerald Plummer  
Division Manager, Purchasing  
County of Los Angeles
Amendment #2

Q1 Update

MA-IS-1140050 ISGroup

Effective January 1, 2011

1.) About 280 items have changed as follows:

Replaced SKU#: 126 items

Lowered Pricing: 116 items

Manufacture Discontinue: 34 items (drop off list)

New Items: 5 items

Corrected UOM: 1 item

Kevin France
Vice President National Accounts
ISGroup

Gerald Plummer
Division Manager
County of Los Angeles
Purchasing Division
Amendment #1
MA-IS-1140050  IS.Group

Effective December 1, 2010

1.) 8,800 added items - 28k total now - new spreadsheet list attached

2.) Special Order, Custom Items and Manufacturer Direct
   Special and custom item, such as medical first aid items, are only returnable in the event of a manufacturer's defect or incorrect shipment. These items also include custom stamps, food, dated goods and items not normally stocked but special ordered from the manufacturer.

3.) Quarterly – additions and deletions
   On a calendar quarterly basis; Independent Stationers will provide County of Los Angeles an updated file of all manufacturers' additions/deletions for review and implementation into the contract. Approval will be based on mutual agreement. Independent Stationers will provide the data to the County of Los Angeles on the last month of each quarter for contract implementation starting the next quarter period.

4.) Alaska & Hawaii exception to the standard delivery time frame
   **Shipping Mode**
   Drop ship orders destined for Alaska and Hawaii are available through shipment by United Parcel Service (UPS). Shipment restrictions include but are not limited to weight, dimensions, and the presence of hazardous or restricted materials.

   **Fulfillment Process**
   Shipments will originate from a west coast facility within the distribution network. After the shipment is prepared, it will flow through the UPS delivery network.

   **Cost and Transit Time**
   For standard service, the cost for small package shipments to Alaska and Hawaii is based on UPS published ground freight prices. Shipments are discounted 50% off UPS list rates for these destinations. These prices are dependent on the package weight and UPS shipping zone (Zone 44 - Metro Alaska and Hawaii - Zone 46 - Remote Alaska and Hawaii). For shipping information including cost, shipping zone and shipping time, please contact customer care at the ISGroup.

5.) Damaged merchandise or incorrect shipment must be reported within working 10 days
   Damaged merchandise or incorrect shipment must be reported within 10 working days (Monday – Friday) from the receipt of the order. Contact Independent Stationers Inc. for return instructions and Return Authorization.

6.) No returns after 60 days
   All product returns must be processed through the Return Authorization Process within 60 days of product receipt. All products must be returned unopened and in the original packaging, in resalable condition within the 60 day time period to receive full credit. "Resalable condition" means: Unopened box and/or inside product seal unbroken, outside box unmarked in any way.

7.) Payment of Rebates
   Independent Stationers will work with the Participating Public Agency (PPA) and will either (1) offer a credit against future purchases, or (2) issue a check. This will be mutually agreed upon by Independent Stationers and the PPA.

Kevin France
Vice President National Accounts
ISGroup

Gerald Plummer
Division Manager, Purchasing
County of Los Angeles