

Shipping Information

Some items are too large or heavy to ship UPS and will ship via truck. Items shipping via truck require a shipping quote for more information on how your item will ship call 800.637.1140.

On items shipped via truck drivers are only required to bring merchandise to the tailgate of their vehicle. It is the customer's responsibility to move merchandise off the tailgate and inside.

Need Inside Delivery?

If you don't have the facilities or personnel to unload items delivered by truck, inside delivery can be added to your order for an additional charge. Please advise us if you'd like inside delivery so we can make the necessary arrangements.

Unless otherwise indicated, prices shown are f.o.b. the manufacturer (point-of-origin).

Please allow two to three weeks for delivery.

Returning an Item

To ensure you receive proper credit and shipping instructions, call us for prior authorization at 1-800-637-1140 Monday-Thursday, 7:00 a.m. - 6:00 p.m. CST, Friday 7:00 a.m. - 5:00 p.m. CST. Orders cancelled after shipment are subject to round-trip freight and storage charges and a 25% restocking fee.

Patterson Office Supplies assumes no responsibility for merchandise lost or damaged by unauthorized return. Credit will only be issued if merchandise is packed in its original carton and received in good condition."

Lost or Damaged Orders

If your order is lost or damaged during shipment, follow these easy steps:

1. Inspect and count your packages. Have the delivery person note and sign for shortages or damage to the outer container on all copies of the delivery receipt. Do not refuse the shipment unless visible damage appears to be extensive.
2. Open all of the containers before moving the merchandise (whether cartons are damaged or not), and inspect for damage to the merchandise.
3. If you find damage or shortages, call our customer service department at 1-800-637-1140. Retain shipping containers and packing materials. Do not return the merchandise. We will assist you in arranging an inspection and filing a claim with the carrier.

Prices subject to change.

Patterson Office Supplies is not responsible for typographical errors in pricing.

For assistance in laying out a floor plan, call us at 800-637-1140.

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