

OFFICE DEPOT / RE/MAX DISCOUNT PROGRAM

Program Overview and Frequently Asked Questions

PROGRAM OVERVIEW:

Office Depot, the world's largest seller of office products, serviced by Distributors Solutions ("DSI"), offers RE/MAX brokers, agents and offices significant discounts on office supplies based on the RE/MAX networks national spend. Office Depot can also source furniture, break room supplies and print and ship services based on your requirements. As a RE/MAX agent, broker or office, you will have access to Office Depot's exclusive Business Services Division website for placement of orders, online catalog, stock availability, order history, product returns, and usage reports.

Program Highlights include:

- 255 items added to the RE/MAX core list of discounted items, amounting to an additional 14% savings on these items for current Office Depot customers
- Total core list of approximately 900 items
- Typical savings range from 10 - 40% + for new users
- Free shipping with next day delivery to most locations
- No small order fees
- Access to the savings at more than 1,200 Office Depot retail stores or online
- Monthly coupon specials designed for RE/MAX members

REGISTRATION QUESTIONS:

How do I register?

If you are a new customer or need additional registration information (eg, a Store Purchasing Card), please either go to https://odams.officedepot.com/registrations/remax_welcome.php or contact Jon Wormsley at 303-277-3169 or jwormsley@dsi-mail.com. Jon will assist you with the set up process and/or provide your office with a customized quote. Please note Jon will also assist individual agents/brokers with the set up process to register their credit cards.

If you already have an account set up with Office Depot through RE/MAX, go directly to https://odams.officedepot.com/registrations/remax_welcome.php or a retail store (or www.business.officedepot.com) to begin saving.

You must register at the RE/MAX website above before attempting to receive the discounts at the store, or online. You can NOT receive the discount at the store by showing your business card or this information.

How long does the registration process take?

The credit card registration process takes 24 hours for the discounts to be applied. In other words, when using your credit card at an Office Depot store the discounts will be tied to your credit card after only 24 hours.

The registration process to receive credit attached to an account takes approximately 48-72 hours at which time you will receive an email with program details and instructions. Please wait for this confirmation email, including instructions and program details, before attempting to receive the discount. If you decide to sign up for a Store Purchasing Card, please allow approximately 4 weeks for processing and physical receipt of the card.

Can I register at the store?

NO, you can NOT register at an Office Depot store, nor can you register with Office Depot's Customer Service. Please see registration instructions above for details on how to register.

Why do you need my credit card #?

Your credit card # will be registered with Office Depot and linked to the RE/MAX discount program in Office Depot's computer system. Your credit card will then be all that you will need to purchase discounted supplies at an Office Depot store.

If you do not want to link your credit card, you can also sign up to receive a Store Purchasing Card. The Store Purchasing Card is a physical card that allows you to pay with cash, check or any credit card at check out and receive the RE/MAX discount at local Office Depot stores. Debit cards MUST be run as a credit card transaction to work with the discount. To receive a Store Purchasing Card, please contact Jon Wormsley at 303-277-3169 or jwormsley@dsi-mail.com.

How do I signup without entering my credit card online?

Store Purchase Card – If you do not want to link your credit card, you can also sign up to receive a Store Purchase Card. The Store Purchase Card is a physical card that allows you to pay with cash, check or any credit card at check out and receive the RE/MAX discount at local Office Depot stores. Debit cards MUST be run as a credit card transaction to work with the discount. To receive a Store Purchase Card, please contact Jon Wormsley at 303-277-3169 or jwormsley@dsi-mail.com.

Online Orders for a Broker/Agent – You can receive an account number without attaching your credit card number during registration. Either contact Jon Wormsley at 303-277-3169 or jwormsley@dsi-mail.com or register yourself at https://odams.officedepot.com/registrations/remax_welcome.php to get set up with an account. You can then pay with your credit card of choice at checkout.

Online Orders for a Franchise or Company Owned Office - You can receive an account number without attaching your credit card number during registration and can either receive credit (ie, so you receive a bill each month) or can set up the credit card payment option at the time of check out. To get set up with credit, contact Jon Wormsley at 303-277-3169 or jwormsley@dsi-mail.com

Why does the program not work with a Debit Card?

Debit cards do NOT work as debit transactions. Debit cards ONLY work if the card can also be used as a credit card (VISA, MasterCard, AMEX, etc.). For the discounts to be applied, you must hand the card to the cashier and tell him/her to run your card as a credit card transaction.

How do I know this is legitimate?

My contact in the Approved Supplier Program at RE/MAX Corporate Headquarters in Denver is Rich Foristal rforistal@remax.net.

ORDERING QUESTIONS:

Store Purchases:

What will I need to do at the register when checking out with a Store Purchase Card?

- The cashier will tell you the amount of your purchase with retail pricing (ie, no discounts applied).
- Simply provide the Store Purchase Card or your registered credit card for payment.
- You do not have to identify yourself as a member of the RE/MAX Program.
- You will have the option to pay by cash, check or credit card. Once payment has been rendered, the discounted price will be reflected on your receipt.
- If using a debit card, please use the credit feature to realize the discounts.
- There will be no documentation showing the retail price compared to your discounted price.

What will I need to do at the register when checking out with my personal credit card linked to the discounts?

- The cashier will tell you the amount of your purchase with retail pricing (ie, no discounts applied).
- Simply provide your registered credit card for payment.
- You do not have to identify yourself as a member of the RE/MAX Program.
- If using a debit card, please use the credit feature to realize the discounts.
- There will be no documentation showing the retail price compared to your discounted price.

Online Orders:

How do I order online?

You must first request an online login and password from the registration website at https://odams.officedepot.com/registrations/remax_welcome.php or contact Jon Wormsley at 303-277-3169 or jwormsley@dsi-mail.com. Once you have your login and password, the ordering website is www.business.officedepot.com or you can link to the ordering site at https://odams.officedepot.com/registrations/remax_welcome.php.

Please note you can **NOT** order through this program at www.officedepot.com. Discounts do not apply to orders placed on www.officedepot.com.

When you login to the Business Services Division website, www.business.officedepot.com, you will see your already discounted RE/MAX prices. You will NOT see the retail prices. Items that come up as **“Best Value Items”** have aggressive pricing/discounts. These were negotiated on your behalf as frequently purchased items.

Phone Orders & Returns:

To order with Customer Service for delivery, you must call 1-888-777-4044 and use Account # 42066322. Discounts do not apply to any orders placed with a different phone number or with retail customer service. If you have a unique account number under the RE/MAX program, please use that account number instead.

RETURNS: Call Customer Service at 1-888-777-4044 with your order number.

PRICING QUESTIONS:

What is the discounted pricing?

You are entitled to receive the best possible price – the RE/MAX Discount or Office Depot retail store price, whichever is less. This includes sale and clearance items. Technology items and Business Machines are excluded from the discount (eg, computers, monitors, printers, fax machines, scanners, copiers, shredders, PDA's, cellular phones, pagers, and extended warranties).

Copy, Print, Ship Center discounts are also available online or at Office Depot stores – Unlimited \$ 0.03 Black and White Copies, \$ 0.29 Color Copies and 35% off finishing services (shipping is excluded from the discount).

If you have any questions on pricing, please contact Jon Wormsley at 303-277-3169 or jwormsley@dsi-mail.com.

How do I get discounts on Print / Copy work at the store?

Copy, Print, Ship Center discounts are also available online or at Office Depot stores - Unlimited \$ 0.03 Black and White Copies, \$ 0.29 Color Copies and 35% off finishing services (shipping is excluded from the discount). If you use a Copy Center at an Office Depot store, you must pay with your registered credit card or present the Store Purchase Card to receive the discount. If you have an online login and password for your Business Solutions Division website, www.business.officedepot.com, you can also order print/copy work at the RE/MAX price online. To submit print and copy work online, go to the Custom Printing tab - upload your document electronically, and it will be sent back to your office free of charge via UPS.

How do I order Furniture items?

If you need to purchase furniture items, you must order these online or with customer service at 1-888-777-4044 with account # 42066322 for delivery. If you have a unique account number under the RE/MAX program, please use that account number instead.

Please note there are no negotiated furniture discounts and furniture is not necessarily next day delivery. Additionally, furniture deliveries are not free of charge (call customer service at 1-888-777-4044 for more information on delivery rates).

MISCELLANEOUS QUESTIONS:

Can I get the discount on my past purchases at Office Depot?

Orders and/or purchases prior to registration can NOT be discounted retroactively.

I'm already enrolled in the Worklife Rewards Program. What is the difference between this and the RE/MAX program and why should I join the RE/MAX program?

Worklife Rewards is a maximum rebate of 5% back which is mailed in the form of a rebate check. The RE/MAX discount offers your discounts immediately at checkout and are significantly more aggressive for the core items included.

Can I use other coupons and still receive my RE/MAX discount?

The program cannot be used in conjunction with the Worklife Rewards Program or other coupons, with the exception of those coupons you receive through the RE/MAX program.

Additionally, the Office Depot Gift Card Program cannot be used as a form of payment with this program.

If a store is running a clearance sale or promotion, you will pay the lower price – the store price or the RE/MAX discounted price. Additional discounts may not apply to retail only items.