



RETURN POLICY

For a Return Authorization (R/A) please contact Customer Service or submit a request online using the "Return Request" link at the bottom of the website.

All products are subject to return only if authorized by the company on a Return Authorization (R/A) form furnished by the company.

All returned products must be in original manufacturer's shipping cartons, unopened, complete with all packing and associated materials, and no inter-office writing on any part of package.

Customer must request a R/A Return Authorization and return the merchandise to Capitol within the following time frames:

- 30 days from date of invoice for returns due to customer error (such as ordering the wrong item) Merchandise must be returned in re-saleable condition.
- 60 days from date of invoice for any defective merchandise.
- 5 days from date of invoice for all visible damage.
- Calendars. "Dated Goods" may ONLY be returned within 30 days of purchase.

Requests for returns past 31 days are subject to review, a 20% restocking charge, handling and freight charge may apply.

During issuance of a Return Authorization all returns quantities will be verified against the purchase invoice. Products not eligible for return will be returned to the customer.

Non-Returnable Items Policy

Special Order Items are non-returnable. These include but are not limited to non-stock office supply items, printing, custom forms, stamps, promotional items, and office furniture.

Food, medicine, and first-aid items are non-returnable due to health and safety reasons. In case of a Capitol error, credit will be issued, and a Return Authorization will be sent for the product.

No credit will be issued for products that are assembled by Capitol on behalf of the customer or that have been assembled by the customer.

OFFICE FURNITURE - "Office Furniture Terms and Conditions." (Furnished by request)