

ORDERING INSTRUCTIONS, TERMS, & CONDITIONS

Ordering

- ✓ **Toll-Free:** 1-877-225-8207 (9:00 a.m. - 6:00 p.m. ET).
- ✓ **Online:** www.paychexdirect.com.
- ✓ **24-Hour Fax:** 1-585-264-8234.
- ✓ **Mail:** Mail order form and payment to **Paychex, Inc., Attn: Order Mgmt Group/Catalog Order, 1175 John Street, West Henrietta, NY 14586**
- ✓ We accept Visa®, MasterCard®, and American Express®. We do not add any credit card surcharges.
- ✓ We also accept TeleCheck®, which includes a \$2 transfer fee.
- ✓ If your shipping address is different from your billing address, Paychex, Inc. requires that this address be listed on your credit card account as an alternate address for shipping purposes only. You can contact your credit card company by calling the 800 number on the back of your credit card. Paychex, Inc. requires this in order to protect our customers from credit card fraud.
- ✓ Applicable taxes, including state and local sales taxes, must be added to all orders.

Privacy Statement

Your privacy and the privacy of the information provided are important to us. Paychex protects the security of your business, financial, and personal information and honors your choices for its intended use. Paychex uses reasonable care to protect your data from loss, misuse, unauthorized access, or disclosure.

- ✓ Paychex does not sell or rent customer information.
- ✓ Paychex considers all information obtained from its customers confidential. Customer information is released to third-party service providers, client representatives, or where required by applicable law.
- ✓ Third-party service providers with access to client information are required to keep that information confidential and use it only to provide services for Paychex or the client or customer.

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- ✓ We will notify you of any corrections or changes and ask for your approval before we complete your order. We will not complete your order until we have your approval.
- ✓ Published prices do not include shipping, sales tax, and insurance.

Tax Exemption

If you are tax-exempt in the state where the product will be shipped, please call us at **1-877-225-8207** to establish a tax-exempt account. A Paychex representative will be happy to help you. Your information will be kept on file for future purchases.

Shipping

- ✓ A 10% shipping cost, not to exceed \$15, must be added to all orders. Orders can be shipped second day delivery for an additional \$10, or next day delivery for an additional \$15.
- ✓ Most orders ship within 48 hours. Please allow 7 to 10 days for delivery. Orders requiring next day/2nd day shipping must be placed by 1:00 p.m. ET in order to ship that day.
- ✓ Portions of your order may be shipped in separate parcels on separate days, but you will only be charged once for delivery of all shipments.
- ✓ If your package is lost or damaged, please call Paychex at **1-877-225-8207**.

Returns

- ✓ Please call **1-877-225-8207** before returning any item to obtain your returned materials authorization (RMA) number and details including mailing address and procedures. RMA numbers are valid for 10 days from date of issuance. We are unable to accept returns without an RMA number. Purchases can be returned for refund (purchase price and applicable sales tax) within 10 days from date of receipt. Freight charges will not be refunded. All items must be in the original, undamaged packaging. No refunds, credits, or exchanges are allowed after 10 days. A 15% restocking fee may apply on some items.
- ✓ To receive a refund or credit, your purchase must be returned with shipping and insurance pre-paid, in as-new condition, in original box and packaging, and with all warranty cards, manuals and accessories. Any variance from these conditions could result in delay or forfeiture of your refund.
- ✓ Shipping and insurance charges are not refunded.
- ✓ Paychex, Inc. will not accept the return or exchange of any item if the UPC code has been removed from the packaging.
- ✓ Refunds on purchases made with a credit card will only be credited to the same card used at the time of sale.

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