

**CUA Number:** CUAOFP2023  
**Last Updated:** 12 December 2024

# **CUAOFP2023 PANEL A & B – OFFICE STATIONERY (incl. COPY PAPER) & KITCHEN PROVISIONS / JANITORIAL & PERSONAL ITEMS**

## **Procurement Lifecycle Document**

### **Officeworks Ltd**

<b>GENERAL ENQUIRIES .....</b>	<b>3</b>
Administration .....	3
<b>OFFERED PRODUCTS .....</b>	<b>4</b>
Offered Brands .....	4
Further Discounts .....	5
Buying methods .....	13
Ordering Options .....	13
Account Setup .....	15
WA Government Departments / Agencies (non-Education Entities) .....	15
WA Government Education Departments (including Schools) .....	15
<b>DELIVERY .....</b>	<b>17</b>
Timeframes and Fees .....	17
Minimum Orders .....	21

6. Payment of invoices .....	21
7. Takeback Services .....	22
8. Disposal and recycling.....	22
9. Return of rejected goods.....	22
10. Account management and invoicing .....	22
<b>CONTRACTOR INFORMATION.....</b>	<b>24</b>

**Last updated: 12 December 2024**

# Officeworks Ltd



## General Enquiries

### Administration

**Phone(s):** Agencies - Katrina Turner - 0417 129 840  
Schools - Sugan Naidoo - 0439 869 983

**Email(s):** Agencies - [wagov@officeworks.com.au](mailto:wagov@officeworks.com.au)  
Schools - [education@officeworks.com.au](mailto:education@officeworks.com.au)

**Website:** [www.officeworks.com.au](http://www.officeworks.com.au)

**Postal Address:** 1341 Dandenong Road, Chadstone VIC 3148

#### Orders:

- **Online** - Enter your Login ID and Password to access agreed pricing at [www.officeworks.com.au](http://www.officeworks.com.au)
- **In Store** - Officeworks has a retail network of 172 stores, 17 of which are located in Western Australia.

Refer to the [Buying methods](#) section for further information on shopping with Officeworks.

#### Hours:

- **Website** - Officeworks website is available 24/7
- **Store Hours** - Please refer to the Officeworks online [Store Locator](#) for store locations and trading hours

# Offered Products

## Offered Brands

The complete list of CUA offered products, including our Green product range, can be found in the Product Catalogue - [Office and Facility Products CUAOFP2023](#) ([www.wa.gov.au](http://www.wa.gov.au))

Officeworks is Australia's leading retailer and supplier of office products and solutions to suit all work styles - from home, in the office, or on the road.

Offering customers our widest range of ethically sourced and sustainable products for purchase via a state-of-the-art website, or at any store in our nation-wide retail network, and a national delivery service, Officeworks ensures that all employees of the WA Government, associated Agencies and Schools can quickly and easily access the products they need, when they need them.

## Sustainability:

People and Planet are at the heart of everything we do.

We understand that sustainability is major factor in consumer purchasing decisions. Our product range and services, and the ambitions outlined in our [People and Planet Positive Plan 2025](#) assure our customers that they are shopping with a sustainable business. A business that cares about the planet and the people within the communities in which it operates.

Officeworks is committed is to sourcing goods and services in sustainable and responsible ways. This is underpinned by the way we work within the business and with our partners across our supply chain.

Responsible sourcing focuses on three main themes which ensures our suppliers work in an ethical and responsible way:

- Sourcing wood fibre responsibly and sustainably
- Sourcing goods and services ethically
- Reducing our environmental impact

We are proud of our commitment to Zero deforestation, with 99% of our office supplies and educational products range being either FSC certified or 100% recycled.

All product categories have a Greener Choice / People & Planet Positive option. Our extensive sustainable sourced People & Planet Positive product range can be viewed [here](#).

All paper products are FSC certified.

## Further Discounts

### Bulk Orders

Bulk discount rates are available for most products purchased from Officeworks.

Please contact your Officeworks Sales Specialist directly via email [wagov@officeworks.com.au](mailto:wagov@officeworks.com.au) (Government Departments / Agencies) or [education@officeworks.com.au](mailto:education@officeworks.com.au) (Education Entities) to request a bulk pricing quote.

***Please note:*** A once-off freight charge may apply for large pallet orders.

## Non-Standard Items

<b>Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Office Stationery	Adhesives, Tapes & Dispensers	Adhesive	5%
Office Stationery	Adhesives, Tapes & Dispensers	Glue Sticks	5%
Office Stationery	Adhesives, Tapes & Dispensers	Tapes	5%
Office Stationery	Books & Pads	Binder Books	5%
Office Stationery	Books & Pads	Exercise Books	5%
Office Stationery	Books & Pads	Graph & Tracing Paper	5%
Office Stationery	Books & Pads	Lecture Books	5%
Office Stationery	Books & Pads	Note Pads - A4	5%
Office Stationery	Books & Pads	Note Pads - Other	5%
Office Stationery	Books & Pads	Notebooks - A4	5%
Office Stationery	Books & Pads	Notebooks - A5	5%
Office Stationery	Books & Pads	Notebooks - Other	5%
Office Stationery	Books & Pads	Scrap Book & Drawing Pads	5%
Office Stationery	Calculators	Desktop	5%

<b>Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Office Stationery	Cash Boxes & Key Accessories	Keytags	5%
Office Stationery	Conference & Presentation	Identification	5%
Office Stationery	Conference & Presentation	Whiteboard Accessories	5%
Office Stationery	Cutters & Trimmers	Scissors	5%
Office Stationery	Desk & Office Accessories	Desk Trays & Stackers	5%
Office Stationery	Desk & Office Accessories	Picture & Certificate Frames	5%
Office Stationery	Desk & Office Accessories	Rubber Bands	5%
Office Stationery	Diaries & Planners	Desk Calendars & Holders	5%
Office Stationery	Diaries & Planners	Diaries - A4	5%
Office Stationery	Diaries & Planners	Diaries - A5	5%
Office Stationery	Electrical Supplies	Power Boards & Cords	5%
Office Stationery	Media & Computer Accessories	Wristrests & Mousepads	5%
Office Stationery	Filing & Storage	Binder - Ring	5%
Office Stationery	Filing & Storage	Binder - Inserts	5%
Office Stationery	Filing & Storage	Book - Display	5%
Office Stationery	Filing & Storage	Clipboards	5%

<b>Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Office Stationery	Filing & Storage	Dividers & Indices	5%
Office Stationery	Filing & Storage	Document Tray	5%
Office Stationery	Filing & Storage	File - Lever Arch	5%
Office Stationery	Filing & Storage	File - Lateral	5%
Office Stationery	Filing & Storage	File - Organiser	5%
Office Stationery	Filing & Storage	Files & Covers - Report	5%
Office Stationery	Filing & Storage	Sticky Notes & Memos	5%
Office Stationery	Filing & Storage	Flags & Tabs - Adhesive	5%
Office Stationery	Filing & Storage	Folder - Manilla	5%
Office Stationery	Filing & Storage	Protectors - Sheet & Document	5%
Office Stationery	Filing & Storage	Wallet - Document	5%
Office Stationery	Laminating Machines & Supplies	Laminating Machines - A3	5%
Office Stationery	Laminating Machines & Supplies	Pouches - A4	5%
Office Stationery	Laminating Machines & Supplies	Pouches - A5	5%
Office Stationery	Laminating Machines & Supplies	Pouches - A3	5%
Office Stationery	Staplers & Fasteners	Clips	5%



<b>Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Office Stationery	Staplers & Fasteners	Pins	5%
Office Stationery	Staplers & Fasteners	Punches - 2 Hole	5%
Office Stationery	Staplers & Fasteners	Staplers - Desktop	5%
Office Stationery	Staplers & Fasteners	Staples & Staple Removers	5%
Office Stationery	Torches & Batteries	Batteries - Alkaline	5%
Office Stationery	Torches & Batteries	Batteries - Rechargeables	5%
Office Stationery	Torches & Batteries	Batteries - Specialty	5%
Office Stationery	Writing Instruments	Correction Products	5%
Office Stationery	Writing Instruments	Erasers	5%
Office Stationery	Writing Instruments	Highlighters	5%
Office Stationery	Writing Instruments	Markers - Permanent	5%
Office Stationery	Writing Instruments	Markers - Whiteboard	5%
Office Stationery	Writing Instruments	Pencils - Coloured	5%
Office Stationery	Writing Instruments	Pencils - Lead	5%
Office Stationery	Writing Instruments	Pencils - Sharpener	5%
Office Stationery	Writing Instruments	Pens - Ballpoint Ink	5%

<b>Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Office Stationery	Writing Instruments	Pens - Ballpoint Ink - Retractable	5%
Office Stationery	Writing Instruments	Pens - Fine Line	5%
Office Stationery	Writing Instruments	Pens - Fountain	5%
Office Stationery	Writing Instruments	Pens - Ballpoint Gel	5%
Office Stationery	Writing Instruments	Pens - Rollerball Ink	5%
Office Stationery	Writing Instruments	Pens - Rollerball Ink - Retractable	5%
Office Stationery	Writing Instruments	Pens - Rollerball Gel	5%
Office Stationery	Writing Instruments	Pens - Rollerball Gel - Retractable	5%
Office Stationery	Writing Instruments	Rulers & Tape Measurers	5%
Office Kitchen Provisions	Office Kitchen Provisions	Cleaning Wipe	5%
Office Kitchen Provisions	Office Kitchen Provisions	Confectionery and Biscuits	5%
Office Kitchen Provisions	Office Kitchen Provisions	Dishwashing liquid and cleaners	5%
Office Kitchen Provisions	Office Kitchen Provisions	Kitchen Utensils and Containers	5%
Office Kitchen Provisions	Office Kitchen Provisions	Paper Towels, Facial Tissues, Napkins	5%

<b>Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Office Kitchen Provisions	Office Kitchen Provisions	Tea, Coffee, Sugar and Beverages	5%
Office Kitchen Provisions	Office Kitchen Provisions	Waste Bins and Bin Liners	5%
Copy Paper	Copy Paper	Copy Paper	5%
Cleaning	Chemicals	General Cleaning	5%
Cleaning	Chemicals	Toilet & Urinal Cleaning	5%
Cleaning	Janitorial Supplies	Bin Liners	5%
Cleaning	Janitorial Supplies	Buckets	5%
Cleaning	Janitorial Supplies	Cleaning Wipes	5%
Cleaning	Janitorial Supplies	Miscellaneous	5%
Cleaning	Janitorial Supplies	Mops & Brooms	5%
Cleaning	Washroom Supplies	Cleansing & Washing	5%
Cleaning	Washroom Supplies	Facial Tissue	5%
Cleaning	Washroom Supplies	Hand Towel	5%
Cleaning	Washroom Supplies	Toilet Tissue	5%

<b>Non-Standard Goods Minimum Discounts</b>			
<b>Category</b>	<b>Sub-Category Level 1</b>	<b>Sub-Category Level 2</b>	<b>% Minimum Discount</b>
Hospitality	Food Packaging	Food Packaging	5%
Hospitality	Food Service Disposables	Disposable Cups	5%
Hospitality	Food Service Disposables	Disposable Cutlery	5%
Hospitality	Food Service Disposables	Disposable Napkins	5%
Hospitality	Food Service Disposables	Disposable Plates	5%
Personal Goods	Accoutrements	Gloves	5%
Personal Goods	Accoutrements	Masks	5%
Personal Goods	Accoutrements	Infection Control	5%
Personal Goods	Personal Care	Oral Care	5%
Personal Goods	Personal Care	Personal Hygiene	5%
Personal Goods	Personal Care	Personal Wipes	5%
Safety Goods	Eye & Face Protection	Safety Glasses	5%

# Buying methods

## Ordering Options

- **Online** - All CUA Users require a unique login to access the agreed pricing and appropriate payment method.

Our website is the main entry point for our business customers and allows your users to find, order, and review the products you need quickly and easily. With access rights and privileges available at several levels, our system is designed to provide the information and functionality you need to retain control and self-manage a number of functions.

Shopping lists can be created for different departments and shared via login type - speeding up and simplifying the ordering process. An order approval process can also be implemented to ensure product and or budget compliance.

CUA Users can easily identify products included in their **CUA Product Schedule** by the red star directly in front of the product price.

Online orders may be processed as a **'Deliver to Door'** order - direct delivery to a nominated delivery address; or, if more convenient, as a **'Click & Collect'** from store order - goods are delivered to the user's closest Officeworks store. The user is notified by the relevant store team when the order is ready for their collection - usually within 2 hours of receipt of the order request.

Delivery options applicable to the order will be displayed during the order process. The options offered will be based on the user's location, the time the order is placed, and stock availability. Officeworks current delivery options include **Same Business Day**; **Next Business Day**; and **2-Hour Click & Collect**.

Email correspondence is provided throughout each stage of the delivery process including the order confirmation, the ongoing progress of the order, advice of shipment delays due to items on backorder, any missed delivery attempts, and confirmation that the delivery has been made.

Order payment options include credit card, agency purchase card, and 30 day business account.

- **In-Store** - CUA Users may also take advantage of our shop in-store options.

We provide physical store cards, or digital store cards on the Officeworks App, directly linked to your 30 day business account. Store cards are only issued by an Administrator for your account and can be removed at any stage. Digital store card security is assured with the automatic refresh of the account barcode every five minutes.

For urgent or remote ad-hoc purchases, CUA Users may access the **'Authority to Purchase'** voucher feature online. The voucher includes a single use barcode that allows the purchaser to charge the purchase to their account.

- **Officeworks App** - Officeworks provides a free-of-charge App for all smart devices to make shopping with us even easier. CUA Users can log into the App using the same Login as their online Officeworks account and benefit from the same features as the website.

For example, the App allows users to receive notifications when the item they want is back in stock, check stock in nearby Officeworks stores, and track recent online orders.

The App also includes the following features:

- **Scan to cart** - Once the product barcode has been scanned, it can be added directly to the user's shopping cart. This removes the need to search and select the required products online. Many of our business customers use this option to order commonly used items quickly and easily from a preferred product list and, where applicable, replenish their stationery cupboards.
- **Store Receipts** - users can save their past physical receipts (dated from July 2021) to their account, by scanning the receipt barcode.
- **Aisle Location** - this feature allows users to locate products quickly and easily when shopping in store.

# Account Setup

## WA Government Departments / Agencies (non-Education Entities)

Officeworks offers the following types of accounts:

- **Standard Account** - This type of account is suited to Agencies that prefer to pay with credit card at the time of purchase.

If you have an existing standard account with Officeworks, please make sure you advise us by sending an email to [wagov@officeworks.com.au](mailto:wagov@officeworks.com.au). Our team will ensure the CUAOFP2023 pricing is allocated to your account.

- **30 Day Trading Account** - This account not only provides a trading term, but it will also enable you to operate different billing structures, set-up an account hierarchy and create online approvers for your orders.

Should you have an existing standard account that you would like to upgrade to a 30 day business account, or if you would like to open a new 30-day business account, please email [wagov@officeworks.com.au](mailto:wagov@officeworks.com.au) with the following details and one of our team will contact you directly to assist with your request:

ABN	
Department Name	
Person responsible for Ordering	
• Full Name	
• Phone No.	
• Email Address	
• Existing Acct number if applicable	
Person responsible for Billing/Accounts	
• Full Name	
• Phone No.	
• Email Address	

### Special Note:

During the account sign-up process, due to system limitations, Agencies will be required to tick a box that they accept the Officeworks standard terms and conditions for 30-day business accounts.

**The parties acknowledge and agree that the Officeworks 30-day account standard terms and conditions have no force and effect and that the terms and conditions of the CUAOFP2023 Agreement will apply in all respects to all transactions and dealings.**

## WA Government Education Departments (including Schools)

Officeworks offers the following types of accounts:

- **Standard Account** - This type of account is suited to Agencies that prefer to pay with credit card at the time of purchase.

If you have an existing standard account with Officeworks, please make sure you advise us by sending an email to [education@officeworks.com.au](mailto:education@officeworks.com.au). Our team will ensure the **CUAOF2023 pricing** is allocated to your account.

- **30 Day Trading Account** - This account not only provides a trading term, but it will also enable you to operate different billing structures, set-up an account hierarchy and create online approvers for your orders.

Should you have an existing standard account that you would like to upgrade to a 30 day business account, or if you would like to open a new 30-day business account, please email [education@officeworks.com.au](mailto:education@officeworks.com.au) with the following details and one of our team will contact you directly to assist with your request:

ABN	
Department Name	
Person responsible for Ordering	
• Full Name	
• Phone No.	
• Email Address	
• Existing Acct number if applicable	
Person responsible for Billing/Accounts	
• Full Name	
• Phone No.	
• Email Address	

**Special Note:**

During the account sign-up process, due to system limitations, Agencies will be required to tick a box that they accept the Officeworks standard terms and conditions for 30-day business accounts.

**The parties acknowledge and agree that the Officeworks 30-day account standard terms and conditions have no force and effect and that the terms and conditions of the CUAOF2023 Agreement will apply in all respects to all transactions and dealings.**



# Delivery

## Timeframes and Fees

Delivery Fee/Lead Time by Location					
Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery		Details/Exceptions
			CUA Cost (\$)	Lead Time (Business Days)	
<b>Perth Metropolitan Region &amp; City of Mandurah</b>	All Perth Metro and City of Mandurah (6180, 6210, 6212) Postcodes	YES	Free	1-5 business days	<b>Perth Metro - next business day</b> (Orders < \$65 - \$5.95; orders > \$65 - Free*; Big & Bulky \$49.95) <b>City of Mandurah - 1-5 business days</b> (Orders < \$65 - \$5.95; orders > \$65 - Free; Big & Bulky* \$49.95)
<b>Gascoyne Region: Shire of Carnarvon LGA (within 20km of Carnarvon town)</b>	6701 (where deemed Regional, not Remote)	YES	\$25.95	1-5 business days	Big & Bulky* \$59.95
<b>Gascoyne Region: All Other Locations</b>	All Gascoyne except listed in 2.1	YES	\$25.95	1-5 business days	Big & Bulky* \$59.95
<b>Goldfields-Esperance: Shire of Esperance LGA (Only within 20km of Esperance Town)</b>	6450 (where deemed Regional, not Remote)	YES	\$25.95	1-5 business days	Big & Bulky* \$59.95

Delivery Fee/Lead Time by Location					
Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery		Details/Exceptions
			CUA Cost (\$)	Lead Time (Business Days)	
<b>Goldfields-Esperance: City Kalgoorlie-Boulder LGA (specified postcodes only)</b>	6430, 6431, 6432	YES	\$25.95	1-5 business days	Big & Bulky* \$59.95
<b>Goldfields-Esperance: All Other Locations</b>	All Goldfields-Esperance except listed in 3.1 & 3.2	YES	\$25.95	1-5 business days	Big & Bulky* \$59.95
<b>Great Southern: City of Albany LGA</b>	6327, 6328, 6330	YES	\$7.95	1-5 business days	Big & Bulky* \$49.95
<b>Great Southern: All Other Locations</b>	All Great Southern except listed in 4.1	YES	\$7.95	1-5 business days	Big & Bulky* \$49.95
<b>Kimberley: Shire of Broome LGA (Only within 20km of Broome town required)</b>	6725 (where deemed Regional, not Remote), 6726	YES	\$25.95	1-5 business days	Big & Bulky* \$59.95
<b>Kimberley: Shire of Wyndham-East Kimberley LGA (Only within 20km of Kununurra town)</b>	6740 (where deemed Regional, not Remote)	YES	\$25.95	1-5 business days	Big & Bulky* \$59.95
<b>Kimberley: Other Locations</b>	All Kimberley except listed in 5.1 and 5.2	YES	\$25.95	1-5 business days	Big & Bulky* \$59.95
<b>Mid-West: City of Greater Geraldton LGA (specified postcodes)</b>	6530, 6532	YES	See Details/Exceptions	1-5 business days	6530 - (All orders \$5.95, Big & Bulky* \$49.95) 6532 - (All orders \$25.95, Big & Bulky* \$59.95)
<b>Mid-West: All Other Locations</b>	All Mid-West except listed in 6.1	YES	\$25.95	1-5 business days	Big & Bulky* \$59.95

Delivery Fee/Lead Time by Location					
Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery		Details/Exceptions
			CUA Cost (\$)	Lead Time (Business Days)	
<b>Peel: All Locations Except City of Mandurah</b>	All Peel except City of Mandurah (6180, 6210, 6212)	YES	\$7.95	1-5 business days	Big & Bulky* \$49.95
<b>Pilbara: Town of Port Hedland LGA including Port Hedland, South Hedland and Wedgefield.</b>	6721, 6722	YES	\$25.95	1-5 business days	Big & Bulky* \$59.95
<b>Pilbara: City of Karratha LGA</b>	6713, 6714, 6718, 6720	YES	\$25.95	1-5 business days	Big & Bulky* \$59.95
<b>Pilbara: All Other Locations</b>	All Pilbara except listed in 8.1 & 8.2	YES	\$25.95	1-5 business days	Big & Bulky* \$59.95
<b>South West: City of Bunbury LGA and surrounds (including Australind)</b>	6230, 6231, 6232, 6233	YES	\$7.95	1-5 business days	Big & Bulky* \$49.95
<b>South West: City of Busselton LGA</b>	6280, 6281, 6282	YES	\$7.95	1-5 business days	Big & Bulky* \$49.95
<b>South West: All Other Locations</b>	All South West except listed in 9.1 & 9.2	YES	\$25.95	1-5 business days	Big & Bulky* \$59.95
<b>Wheatbelt: Shire of Northam LGA</b>	6401, 6403, 6560, 6562, 6564	YES	\$7.95	1-5 business days	Big & Bulky* \$49.95
<b>Wheatbelt: All Other Locations</b>	All Wheatbelt except listed in 10.1	YES	\$25.95	1-5 business days	Big & Bulky* \$59.95

All deliveries typically arrive between 8:00am and 5:00pm Monday to Friday (excluding Public Holidays).

**\*Big & Bulky (Large item) Deliveries:**

- Additional delivery fees apply to all products classified as Large (Big & Bulky) items.
- The delivery fee will be quoted at the time of order and noted in the online Shopping Cart - i.e., 'Large item delivery charges apply'.
- The 'Large item' (Big & Bulky) delivery charge is incurred once per order, regardless of the number of Large items included in the order.

## Minimum Orders

Minimum Order Threshold Product Conditions	Threshold	Volume Threshold (e.g. Cartons)	Orders Below Threshold Accepted (YES/NO)	Delivery Fee (for orders below Threshold)
No Minimum Order Product Conditions	\$65 (inc GST)	N/A	Yes	Metro - \$5.95 Regional - \$25.95

### Perth Metropolitan Area

Once the order is placed online, the User will receive an email confirming Officeworks receipt of the order. Any lines on back order at this time will also be advised.

Notifications will also be made throughout the delivery process, including when the order has been delivered.

### Regional deliveries

Once the order is placed online, the User will receive an email confirming Officeworks receipt of the order. Any lines on back order at this time will also be advised.

Notifications will also be made throughout the delivery process, including when order has been delivered.

#### Special Note:

Some regional orders are delivered via our Agencies network.

## 6. Payment of invoices

The options for payment of your Account Invoices are as follows:

#### **EFT/Direct Deposit**

**Account Name: Officeworks**

**BSB:** 033-880

**Account:** [This is the same as your Account Business Partner Number]

Please email your remittance of payment via [eft@officeworks.com.au](mailto:eft@officeworks.com.au)

#### **Credit Card**

Invoices can be paid online by credit card via your Administrator's login.

#### **BPay**

Payment may be submitted using the Biller Code and Reference Number noted on your invoice.

## 7. Takeback Services

Customers can return their packaging to their local Officeworks store by notifying a team member, either prior to or on arrival at the store.

Additional to packaging, the Officeworks Bring-IT-Back Program allows customers to drop off their eligible unwanted products at our in-store recycling stations - this includes computers and accessories, ink & toner cartridges, mobile phones and accessories, household batteries, pens & markers, and data storage devices.

## 8. Disposal and recycling

Officeworks ensures that there is minimal packaging with all goods and deliveries. Wherever there is packaging, the material is recyclable.

## 9. Return of rejected goods

Goods can be returned for any reason within 30 days of purchase. If goods are being returned due to change of mind, please ensure that all packaging and contents are in a resaleable condition.

Refunds are processed to the account once goods have been received in the warehouse.

Deliveries can be rejected at point of receipt and will be refunded to the customer's account once goods have returned to the warehouse.

Manufacturer's warranty applies to most items.

## 10. Account management and invoicing

We recommend contacting us via the dedicated CUA email addresses in the first instance.

- **WA Government Departments / Agencies (non-Education Entities)** - please direct all enquiries to [wagov@officeworks.com.au](mailto:wagov@officeworks.com.au)
- **WA Government Education Departments (including Schools)** - please direct all enquiries to [education@officeworks.com.au](mailto:education@officeworks.com.au)

These email addresses provide our CUA customers with a direct link to our team of business support specialists who will ensure your enquiry is promptly directed to the correct location or, in many instances, be able to provide you the relevant information required to complete your request.

Although you are also welcome to contact any member of the **Officeworks Contract Management Team** directly via phone, please be aware that your request may not be actioned as promptly.

Who	Service	Contact Details
Katrina Turner	Sales and General Contract Management	wagov@officeworks.com.au
Credit	Management of Invoicing/Statement queries	owar@officeworks.com.au
Sugan Naidoo	Sales and Education Contract Management	education@officeworks.com.au
Jason Pittaway	Business Account Support - post sales	wagov@officeworks.com.au

# Contractor Information

**ABN:** 36 004 763 526

**ACN:** 004 763 526

## Officeworks Contract Management Team

### **General Queries/Requests:**

**NAME:** Katrina Turner

**Position:** WA Government Sales Specialist

**Mobile:** 0417 129 840

**Email:** [wagov@officeworks.com.au](mailto:wagov@officeworks.com.au)

**NAME:** Peter Shaw

**Position :** National Sales Manager

**Mobile:** 0417 973 792

**Email:** [pshaw@officeworks.com.au](mailto:pshaw@officeworks.com.au)

**NAME:** Jason Pittaway

**Position:** Business Support Manager

**Phone:** 0414 510 268

**Email:** [wagov@officeworks.com.au](mailto:wagov@officeworks.com.au)

### **Education Queries/Requests:**

**NAME:** Sugan Naidoo

**Position:** WA Education Sales Specialist

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## Business Hours:

Our team is available from 8am - 5pm, weekdays (excluding public holidays).

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