

## FAQ's for Keller Williams University's On-Demand Training Guides and Manuals

### When do I provide payment information?

Once you have placed your order, you will receive a confirmation phone call from the Office Depot Keller Williams Print Team reviewing your order and to obtain payment information between 8 a.m. and 5 p.m. CST.

### When will I receive my order?

Orders will go into production immediately following receipt of payment information and be shipped upon completion. If you have a specific deadline, we will work to meet your required delivery date.

### How do I know that I'm getting the most updated version of Keller Williams University manuals and guides?

Office Depot accesses Keller Williams University's website to download electronic files four times per day insuring we have the most up to date files.

### Who do I contact with questions?

Please contact Office Depot's print customer service team at [KWprinting@officedepot.com](mailto:KWprinting@officedepot.com) or 713-996-3309.

### Who do I contact if there is an issue after I have received my order?

Please contact Office Depot's print customer service team at [KWprinting@officedepot.com](mailto:KWprinting@officedepot.com) or 713-996-3309.

### Are there delivery or shipping charges on Keller Williams print orders?

Office Depot offers free UPS Ground shipping on all Keller Williams print orders. Should you require next day delivery, additional charges may apply.

### Is there a minimum print order?

No, there is no minimum to order.

### I went to my local Office Depot retail store and they didn't have access to Keller Williams University files. What do I do?

To insure that all finished products meet Keller Williams University brand standards, please contact Office Depot's print customer service team at [KWprinting@officedepot.com](mailto:KWprinting@officedepot.com) or 713-996-3309.

### What if I need to order something that isn't offered online?

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