



OSU Punch-out Catalog Vendor

Vendor:	W. W. Grainger, Inc.
Products/Commodities:	Facilities Maintenance, Lighting Products, Industrial Supplies, Tools
Key Contacts:	W. W. Grainger Account Manager Melissa Drufke 847-753-5125 Office melissa.drufke@Grainger.com
Quotes:	Quotes on regular stocked items and special order items can be requested through the Grainger account manager.
Order Confirmation:	Order confirmations are configured to be delivered via the BennyBuy system. PO> Shipments
Shipping Confirmation:	Shipping confirmations for all Grainger orders are sent via email.
Returns, Change Orders, Order Issues:	Returns for Grainger products must be made within one (1) year from the date of purchase, unless otherwise indicated. Returned product must be in original packaging, unused, undamaged and in saleable condition. Grainger will either replace the product or issue a credit for the purchase price. Returns of Non-General Catalog items may be subject to a restocking charge (credited for less than full purchase price) up to 35% or more of the sale price. To process a Return contact: Grainger Customer Care, PH: 1-800-472-4643 To process a Claim for damaged product contact: Grainger Customer Care (as above)
Additional Information:	Users can create lists of commonly purchased items and easily order from those lists.
Supplier Number:	931810526
Enablement Type:	Punch-Out and Hosted
Order History:	Order History is not available at this time. Re-orders are not available within the punchout at this time.
Favorites/Shopping Lists:	Yes, users can create personal lists and share those lists with everyone else on the same account.
Shipping and Handling Info:	Shipping costs would be listed on the order and on BennyBuy. Shipping is included as part of the contract and will be indicated if it were not included.
Pricing information	Yes, OSU has contract pricing.